

MICHIGAN'S MISSION-BASED PERFORMANCE INDICATOR SYSTEM

**FOR PERSONS WITH MENTAL ILLNESS,
DEVELOPMENTAL DISABILITIES, AND
EMOTIONAL DISTURBANCES**

CMHSP PERFORMANCE REPORT
July 1, 2002 - September 30, 2002

*Michigan Department
of Community Health*



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March 2003

CMHSP PERFORMANCE REPORT

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March 2003

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Michigan's Mission-Based Performance Indicator System for Persons with Mental Illness, Developmental Disabilities, and Children with Serious Emotional Disturbance 4th Quarter: July 1, 2002 – September 30, 2002

Introduction

During the past several years, Michigan has developed a five-component Quality Management System which is implemented under the Michigan Department of Community Health's (MDCH) contract with the 48 Community Mental Health Service Programs (CMHSPs). The CMHSPs are responsible for management of public funds for persons with mental illness or developmental disabilities. The components of the Quality Management System include: 1) the prospective measurement of quality (e.g., certification and accreditation requirements and responses to Requests for Information or Proposals); 2) on-site visitation of CMHSPs and their contractors to verify prospective assurances and to interview consumers, and families; 3) submission of performance indicator system data; 4) statewide surveys of randomly-selected consumers regarding specific issues (e.g., consumer satisfaction and quality of life); and 5) submission of individual consumer characteristics and service utilization patterns.

The Performance Indicator System, version 1.0, was developed by MDCH staff in consultation with various stakeholders of the public mental health system; consumers, advocates, CMHSP staff and with approval of the Quality Improvement Council for Persons with Mental Illness, Developmental Disabilities and Severe Emotional Disturbance (hereafter referred to as the QI Council). Existing and proposed national performance measures were used as starting points for discussion. Three essential domains of quality identified in the department's mission statement for the public mental health system are contained in the Performance Indicator System: access, efficiency, and outcome. The 27 performance indicators developed were included in the MDCH contracts with CMHSPs during the 1997 fiscal year and presented in quarterly reports.

This report presents data on many of the more than 40 indicators contained in version 4.0 of the Performance Indicator System for the period covering July 1, 2002 to September 30, 2002. Data for recipient rights indicators and efficiency indicators are collected and reported annually and are not contained in this report.

1.1 Data Collection and Verification

Data for all of the indicators were collected by local CMHSPs and reported in the aggregate to MDCH according to pre-determined report formats. The data were reviewed by MDCH staff for completeness and accuracy and, where needed, follow-up discussions with CMHSPs were held to correct any identified deficiencies with the data submitted.

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1.2 Format of This Report and Interpretive Notes

For each of the aggregated performance indicators reported, a map of Michigan is provided that visually displays the geographic distribution of CMHSP performance on the indicator. Negative and positive statistical outliers are represented by negative and positive signs (-/+) respectively on the map. CMHSPs that failed to meet standard on those indicators with standards are represented with a negative sign on the map.

Supplementing the maps are several other displays. The ordered dot plot is employed to show both the absolute and relative performance of the CMHSPs on each indicator, while the Tukey box-and-whiskers plot is used to identify discrepant or outlying CMHSPs, that is, those meeting the criteria for either a positive or negative statistical outlier.

Also provided is the raw data used to compute each indicator and descriptive statistics (e.g., mean, median, range, standard deviation, etc.) for describing the distribution of indicator scores across the state's 48 CMHSPs.

In the following sections are the findings for the reporting period covering July 1, 2002 to September 30, 2002. When reviewing this information, it is important to remember that this report covers only one quarter of the year. Performance on any indicator may fluctuate over time due to the influence of random factors that may never occur again. Therefore, it is prudent not to draw strong conclusions about the performance of any CMHSP based on information collected at a single point in time. To gauge performance accurately, scores over an extended number of reporting periods must be evaluated to ascertain the existence of trends or cycles.

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

1.3 Summary of Key Findings

Compliance Indicators

- The proportion of CMHSPs meeting the standard of completing 95 percent of all psychiatric inpatient screens within three hours remained high. Only four CMHSPs failed to meet the standard for the current reporting period. Within any given CMHSP, the mean percentage of screens meeting the standard was 98.38 percent. The poorest performing CMHSP completed 81.06 percent within the three-hour period.
- Five CMHSPs, 10.42 percent, failed to meet the 95 percent standard of providing a face-to-face professional assessment within 14 days of a non-emergent request for service – one more than in the previous quarter. The median CMHSP percentage of assessments completed within the appropriate time frame was 98.67 percent.
- Statewide, 20 of 48 CMHSPs, 41.67 percent, failed to meet the “95 percent within 14 days” standard for the initiation of needed on-going services following assessment with a professional – eight fewer than in the previous period.
- The median CMHSP percentage of nursing home residents requiring specialized mental health care was 100.00 percent for the 14th consecutive quarter.
- Among the 48 CMHSPs reporting hospital discharges during the period, three failed to meet the standard of 15 percent or fewer readmissions within 30 days of discharge from an inpatient psychiatric facility-three fewer than in the previous period.

Quality Improvement Indicators

- The median CMHSP percentage of persons discharged from a psychiatric inpatient unit who were seen for follow-up care within seven days was 93.73 percent. The mean CMHSP percentage was lower at 89.13 percent due to the influence on the mean of outlying observations on the low end of the scale.
- The mean CMHSP percentage of persons with a developmental disability receiving a daytime service who were in supported employment increased marginally from 48.23 percent in the previous period to 48.95 percent in the current one.
- The mean CMHSP percentage of persons with a developmental disability in supported employment earning minimum wage increased from 81.92 to 82.90 percent.
- The mean or average CMHSP percentage of children served living with their family was 87.53 percent. On a statewide basis, 21,340 of 25,457 children, 83.83 percent, were living with their families during the current reporting period.

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- The mean CMHSP percentage of adults with a developmental disability living in their own residence was 20.86 percent, a low value when compared with the same percentage for adults with mental illness. On a statewide basis, 5,740 of 23,572 adults with
- developmental disabilities, 24.35 percent, were living in their own residence during the reporting period.

Monitoring Indicators

- The mean CMHSP penetration rates for persons under 18 years of age (.85) and persons 65 and older (.63) remained below 1.0 for the 19th consecutive quarter. This means that the CMHSPs were serving, on average, a smaller proportion of these two groups than existed in the catchment area population. The CMHSP mean penetration rate for ethnic minorities (1.02) was above 1.0 for the 20th consecutive quarter, suggesting that the CMHSPs were serving, on average, a larger proportion of these groups than existed in the general area population. The mean percentage of persons with serious mental illness served by the CMHSPs was 56.52 percent – the sixth time in 20 quarters that this value has exceeded 50 percent.
- The mean CMHSP percentage of Medicaid recipients receiving managed public mental health services was 7.43 percent – nearly the same as in the previous quarter (7.35).
- Nine CMHSPs reported requests for second opinions. CMHSPs reported that 12,982 persons received an initial non-emergent face-to-face professional assessment during the reporting period. Statewide, 854 persons (6.58 percent) were assessed and not authorized service, either because of denial or because the individual was referred elsewhere. Among the 33 persons statewide who requested a second opinion, eight were granted service as a result of the review.
- Most supported employment monitoring indicators showed little change from the previous reporting period. However, the median CMHSP percentage of persons with mental illness working 10 or more hours per week decreased significantly from 81.65 in the previous period to 75.50 in the current one. At the same time, the mean CMHSP percentage of persons with mental illness employed continuously for the previous six months increased significantly from 66.05 in the previous period to 72.54 currently.
- The mean CMHSP percentage of mentally ill adults living in their own residence was 60.66 percent, with substantial variation around this center value. On a statewide basis, 41,836 of 76,427 adults with mental illness, 54.74 percent, were living in their own residence.
- The CMHSP mean rate of suicide remained low for the 18th consecutive period at .27 deaths per 1000 population. Thirty-two CMHSPs reported no suicides of persons with mental illness. Among the remaining CMHSPs, a total of 21 suicides were recorded. No CMHSP had more than two suicides during the reporting period.

**UNDUPLICATED COUNT: Number of Persons Served in the Time Period
July 1, 2002 - September 30, 2002**

	Total Served
Allegan	1139.00
Antrim Kalkaska	592.00
AuSable	1190.00
Barry	687.00
Bay-Arenac	2560.00
Berrien	2496.00
CEI	4302.00
CMH Central MI	4887.00
Copper	1042.00
Detroit-Wayne	27678.00
Genesee	8509.00
Gogebic	605.00
Gratiot	725.00
Great Lakes	2001.00
Hiawatha	1190.00
Huron	733.00
Ionia	857.00
Kalamazoo	2978.00
Kent	6765.00
Lapeer	779.00
Lenawee	886.00
Lifeways	3490.00
Livingston	1147.00
Macomb	5433.00
Manistee-Benzie	1249.00
Monroe	1945.00
Montcalm	684.00
Muskegon	2422.00
Newaygo	792.00
North Central	2048.00
Northeast	1465.00
Northern	1779.00
Northpointe	1187.00
Oakland	7464.00
Ottawa	1780.00
Pathways	2425.00
Pines	976.00
Saginaw	3044.00
Sanilac	633.00
Shiawassee	747.00
St. Clair	1791.00
St. Joseph	948.00
Summit Pointe	2771.00
Tuscola	921.00
Van Buren	1326.00
Washtenaw	2204.00
West Michigan	1233.00
Woodlands	766.00
Total	125271.00

COMPLIANCE INDICATORS

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

3.1 Findings

Indicator 1. Access: Timeliness - Inpatient Screening -- Percentage of Medicaid-eligible persons receiving a pre-admission screening for psychiatric inpatient care for whom the disposition was completed within three hours. The standard is 95 percent within three hours.

Rationale for Use:

Persons who are experiencing symptoms serious enough to warrant evaluation for inpatient care are potentially at risk of danger to themselves or others. Thus, time is of the essence. This indicator assesses whether CMHSPs are meeting the department's standard that 95 percent of the inpatient screenings have a final disposition within three hours. This indicator is a standard measure of access to care.

Method of Calculation:

The number of Medicaid-eligible persons receiving a pre-admission screening for inpatient care for whom a decision regarding admission was made within three hours divided by the total number of persons receiving a pre-admission screening for inpatient care during the time period.

Comments:

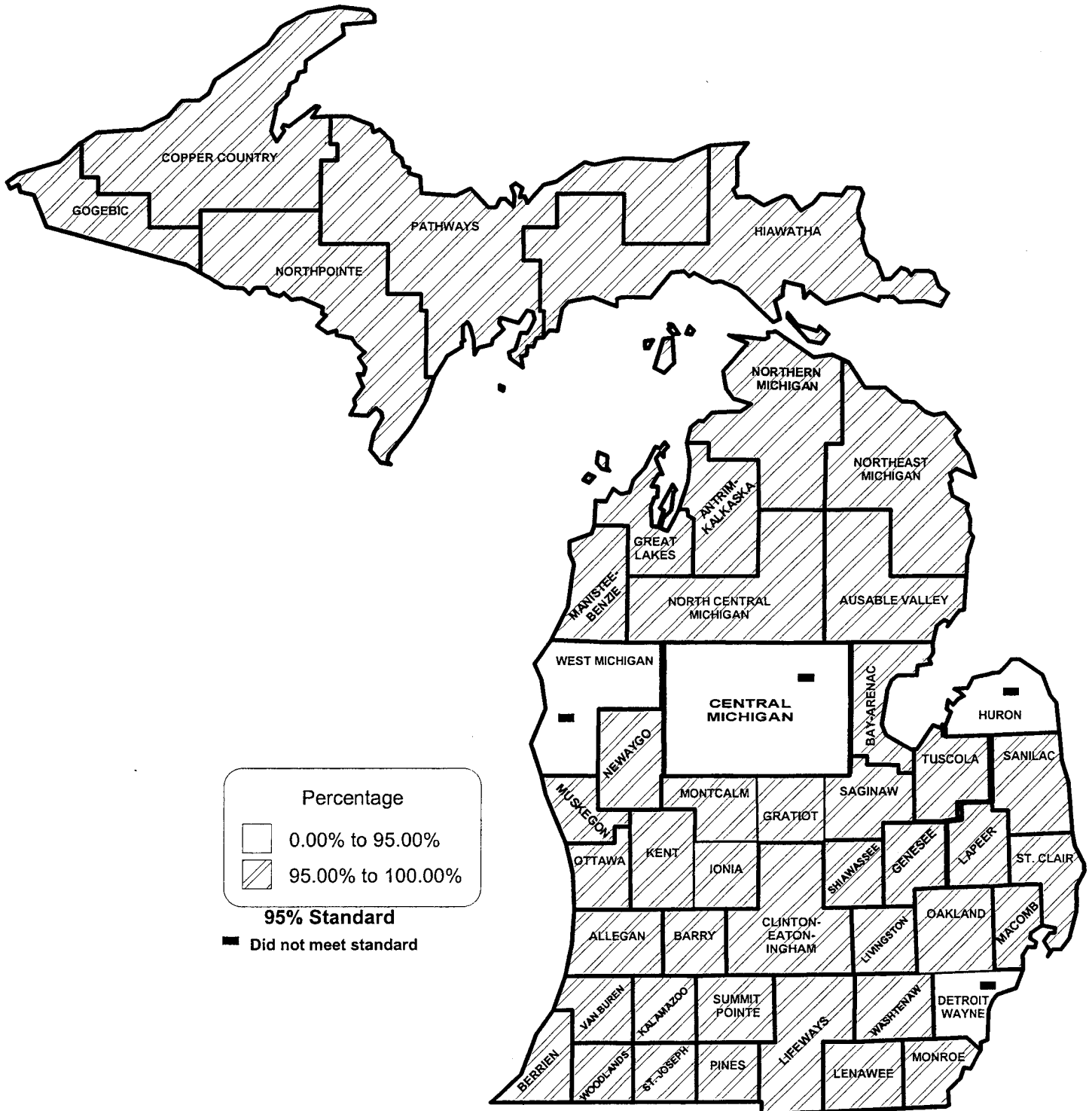
This indicator has been in place for several years as part of the Medicaid Managed Inpatient Program for CMHSPs. An examination of the boxplot reveals a large negative skew and little variation in percentage scores around the distribution's center. As in the previous quarter, the median CMHSP percentage was 100. By comparison, the mean percentage increased marginally from 98.28 in the previous period to 98.38 in the current one. Four CMHSPs, two more than in previous quarter, failed to meet the 95 percent standard: CMH of Central Michigan (94.23), Detroit-Wayne** (81.06), Huron (88.89), and West Michigan* (94.94).

*Denotes failure to meet the 95 percent standard for second consecutive period.

**Denotes failure to meet the 95 percent standard for fourth consecutive period.

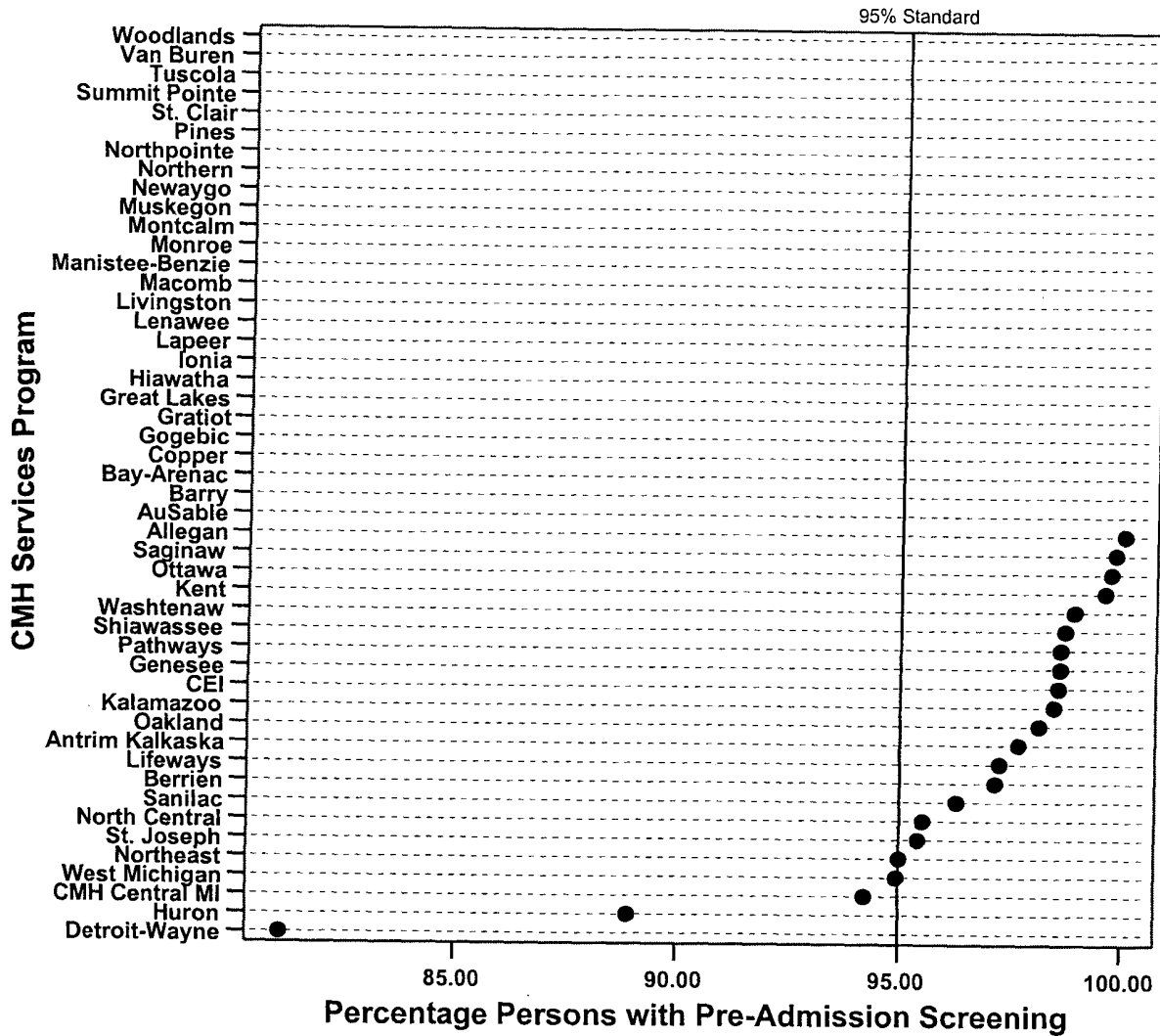
Percentage of Medicaid-Eligible Persons Receiving a
Pre-Admission Screening for Psychiatric Care for
Whom the Disposition Was Completed Within
Three Hours

Time Period: 7/1/02 - 9/30/02



ACCESS: TIMELINESS-INPATIENT SCREENING

Percentage of Medicaid-Eligible Persons Receiving a Pre-Admission Screening for Psychiatric Care for Whom the Disposition Was Completed Within Three Hours



**Indicator 1: Percentage of Medicaid-Eligible Persons Receiving a Pre-Admission Screening for
Psychiatric Care for Whom the Disposition Was Completed
Within Three Hours**

	Percentage	Number of Referrals	Number Completed in Three Hours
Allegan	100.00	93.00	93.00
Antrim Kalkaska	97.67	43.00	42.00
AuSable	100.00	47.00	47.00
Barry	100.00	16.00	16.00
Bay-Arenac	100.00	228.00	228.00
Berrien	97.16	211.00	205.00
CEI	98.57	280.00	276.00
CMH Central MI	94.23	52.00	49.00
Copper	100.00	31.00	31.00
Detroit-Wayne	81.06	887.00	719.00
Genesee	98.57	631.00	622.00
Gogebic	100.00	5.00	5.00
Gratiot	100.00	15.00	15.00
Great Lakes	100.00	37.00	37.00
Hiawatha	100.00	52.00	52.00
Huron	88.89	9.00	8.00
Ionia	100.00	34.00	34.00
Kalamazoo	98.46	65.00	64.00
Kent	99.57	230.00	229.00
Lapeer	100.00	36.00	36.00
Lenawee	100.00	22.00	22.00
Lifeways	97.23	253.00	246.00
Livingston	100.00	15.00	15.00
Macomb	100.00	214.00	214.00
Manistee-Benzie	100.00	13.00	13.00
Monroe	100.00	37.00	37.00
Montcalm	100.00	37.00	37.00
Muskegon	100.00	90.00	90.00
Newaygo	100.00	41.00	41.00
North Central	95.56	90.00	86.00
Northeast	95.00	80.00	76.00
Northern	100.00	77.00	77.00
Northpointe	100.00	73.00	73.00
Oakland	98.13	1015.00	996.00
Ottawa	99.70	337.00	336.00
Pathways	98.59	71.00	70.00
Pines	100.00	65.00	65.00
Saginaw	99.79	476.00	475.00
Sanilac	96.30	27.00	26.00
Shiawassee	98.70	77.00	76.00
St. Clair	100.00	133.00	133.00
St. Joseph	95.45	22.00	21.00
Summit Pointe	100.00	29.00	29.00
Tuscola	100.00	24.00	24.00
Van Buren	100.00	51.00	51.00
Washtenaw	98.88	446.00	441.00
West Michigan	94.94	79.00	75.00
Woodlands	100.00	17.00	17.00
Total		6913.00	6670.00

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3.2 Findings

Indicator 2. Access: Timeliness -- Percentage of persons who received a face-to-face meeting with a professional within 14 calendar days of a non-emergent request for service. The standard is 95 percent within 14 days.

Rationale for Use:

The length of time required to gain entry into the mental health system is an important indicator of the accessibility of services. Delays in clinical and psychosocial assessment may lead to exacerbation of symptoms and distress and poorer role functioning. The amount of time between a request for service and clinical assessment with a professional is one measure of access to care.

Method of Calculation:

The number of persons who received a face-to-face meeting with a professional within 14 calendar days of a non-emergent request for service divided by the total number of persons who received a face-to-face assessment with a professional during the reporting period.

A request for service occurs when a person, or someone on the person's behalf, asks that community mental health services be provided. If more than one request is made, time calculations should be based on the first. A face-to-face meeting means an assessment conducted by a mental health professional. Excluded from the definition of assessment are telephone screenings used to triage or prioritize consumers based on self-reported symptoms and problems.

Comments:

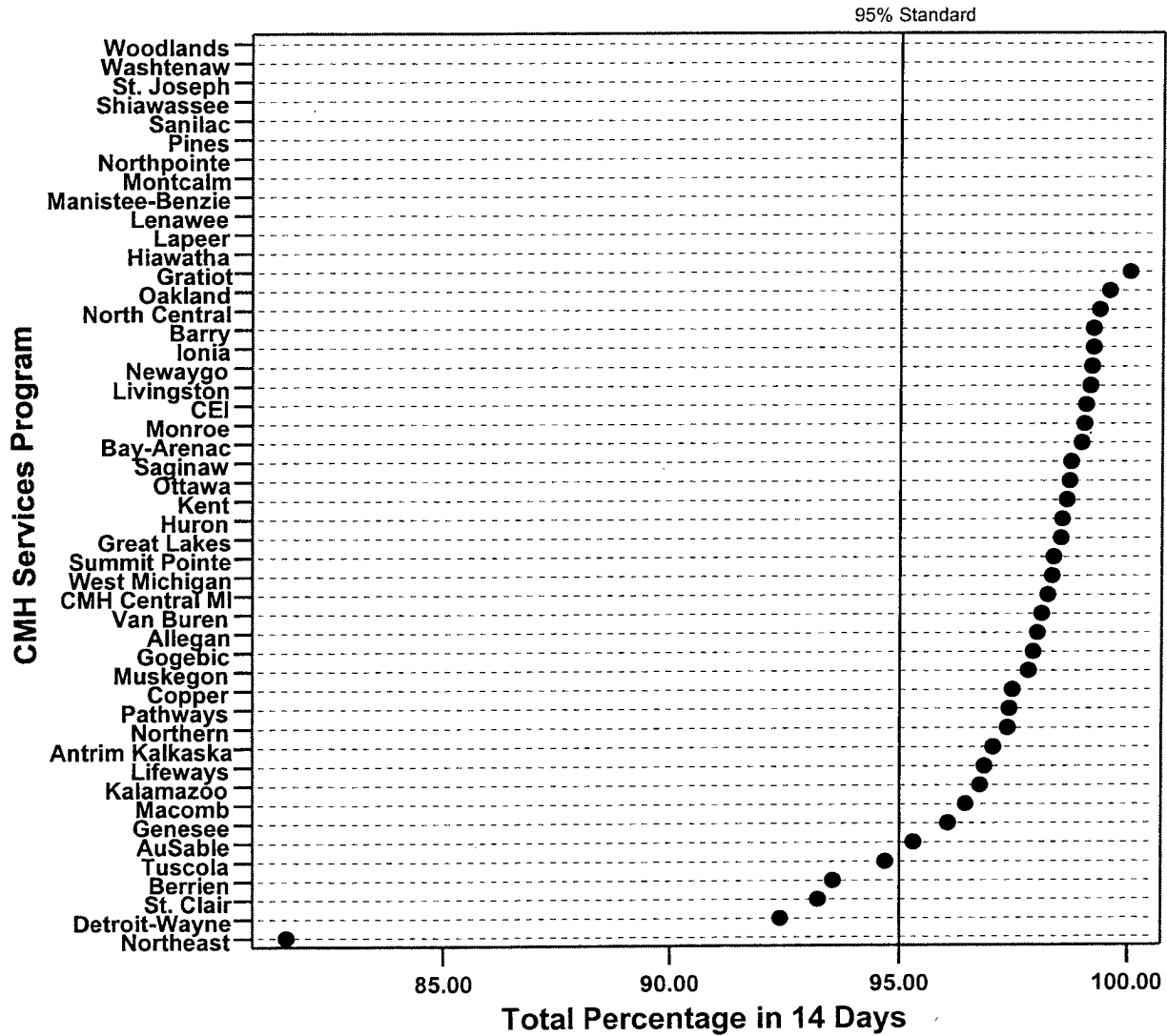
Five CMHSPs (10.42 percent) failed to meet the 95 percent standard of providing a face-to-face professional assessment within 14 days of a non-emergent request for service – six fewer than in the previous quarter. The median CMHSP percentage of assessments completed within the appropriate time frame was 98.67 percent while the mean was slightly lower at 97.89 percent due to a negative skew in the distribution.

CMHSPs Failing to Meet the 95 percent Standard: Berrien* (93.52), Detroit-Wayne* (92.38), Northeast (81.55), St. Clair (93.21), and Tuscola (94.68).

*Denotes failure to meet the 95 percent standard for third consecutive period.

TIMELINESS PERFORMANCE INDICATOR

Percentage of Persons Who Received a Face-to-Face Meeting
with a Professional Within 14 Calendar Days of a Request for Service



**Indicator 2: Percentage of Persons Who Received a Face-to-Face Meeting with a Professional
Within 14 Calendar Days of a Request for Service**

	Percentage	Total Persons Received Assessment Following 1st Request	Total Persons Received Assessment within 14 Calendar Days
Allegan	97.99	149.00	146.00
Antrim Kalkaska	97.03	101.00	98.00
AuSable	95.29	255.00	243.00
Barry	99.22	129.00	128.00
Bay-Arenac	98.95	286.00	283.00
Berrien	93.52	324.00	303.00
CEI	99.07	215.00	213.00
CMH Central MI	98.21	614.00	603.00
Copper	97.47	79.00	77.00
Detroit-Wayne	92.38	2715.00	2508.00
Genesee	96.07	356.00	342.00
Gogebic	97.92	96.00	94.00
Gratiot	100.00	95.00	95.00
Great Lakes	98.50	200.00	197.00
Hiawatha	100.00	134.00	134.00
Huron	98.55	69.00	68.00
Ionia	99.21	127.00	126.00
Kalamazoo	96.74	92.00	89.00
Kent	98.64	1475.00	1455.00
Lapeer	100.00	88.00	88.00
Lenawee	100.00	77.00	77.00
Lifeways	96.85	413.00	400.00
Livingston	99.14	116.00	115.00
Macomb	96.42	531.00	512.00
Manistee-Benzie	100.00	47.00	47.00
Monroe	99.02	205.00	203.00
Montcalm	100.00	206.00	206.00
Muskegon	97.82	275.00	269.00
Newaygo	99.18	122.00	121.00
North Central	99.35	308.00	306.00
Northeast	81.55	168.00	137.00
Northern	97.35	264.00	257.00
Northpointe	100.00	194.00	194.00
Oakland	99.56	452.00	450.00
Ottawa	98.70	154.00	152.00
Pathways	97.39	383.00	373.00
Pines	100.00	249.00	249.00
Saginaw	98.73	158.00	156.00
Sanilac	100.00	45.00	45.00
Shiawassee	100.00	171.00	171.00
St. Clair	93.21	162.00	151.00
St. Joseph	100.00	72.00	72.00
Summit Pointe	98.36	305.00	300.00
Tuscola	94.68	94.00	89.00
Van Buren	98.10	211.00	207.00
Washtenaw	100.00	99.00	99.00
West Michigan	98.31	178.00	175.00
Woodlands	100.00	104.00	104.00
Total		13362.00	12927.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

3.3 Findings

Indicator 3. Access: Timeliness – Percentage of persons starting any needed on-going service within 14 days of a non-emergent assessment with a professional. The standard is 95 percent within 14 days.

Rationale for Use:

The amount of time between professional assessment and the delivery of needed treatments and supports addresses a somewhat different aspect of access to care than Indicator 2. Delay in the delivery of needed services and supports may lead to exacerbation of symptoms and distress and poorer role functioning.

Method of Calculation:

The number of persons starting any needed on-going service within 14 days of a non-emergent face-to-face assessment with a professional divided by the total number of persons who started an on-going service during the period.

If more than a single assessment is performed, the time calculation should be based on the first. The term “on-going” service is defined operationally as any face-to-face service, other than assessment and evaluation, initiated during the period.

Comments:

This is the fourth reporting period in which the “95 percent within 14 days” standard has been applicable. Statewide, 20 of 48 CMHSPs (41.67 percent) failed to meet the new standard – eight fewer than in the previous period. The median CMHSP percentage starting a needed service within 14 days of assessment increased from 92.02 percent in the previous quarter to 96.20 percent in the current quarter.

CMHSPs failing to meet the standard: Allegan*** (55.84), Antrim-Kalkaska*** (80.49), AuSable (90.95), Barry (93.33), Berrien*** (76.13), Detroit-Wayne** (88.81), Genesee*** (94.83), Hiawatha*** (94.74), Kalamazoo*** (84.38), Kent* (78.10), Lapeer (74.24), Lenawee* (68.33), Macomb*** (91.30), North Central*** (80.43), Northeast*** (74.49), Northern Michigan*** (83.82), Pathways*** (91.06), St. Clair*** (86.67), Tuscola (94.55), and West Michigan* (94.62).

*Denotes failure to meet “95 percent within 14 days” standard for second consecutive period.

**Denotes failure to meet “95 percent within 14 days” standard for third consecutive period.

***Denotes failure to meet “95 percent within 14 days” standard for fourth consecutive period.

Percentage

0.00% to 95.00%

95.00% to 100.00%

95% Standard

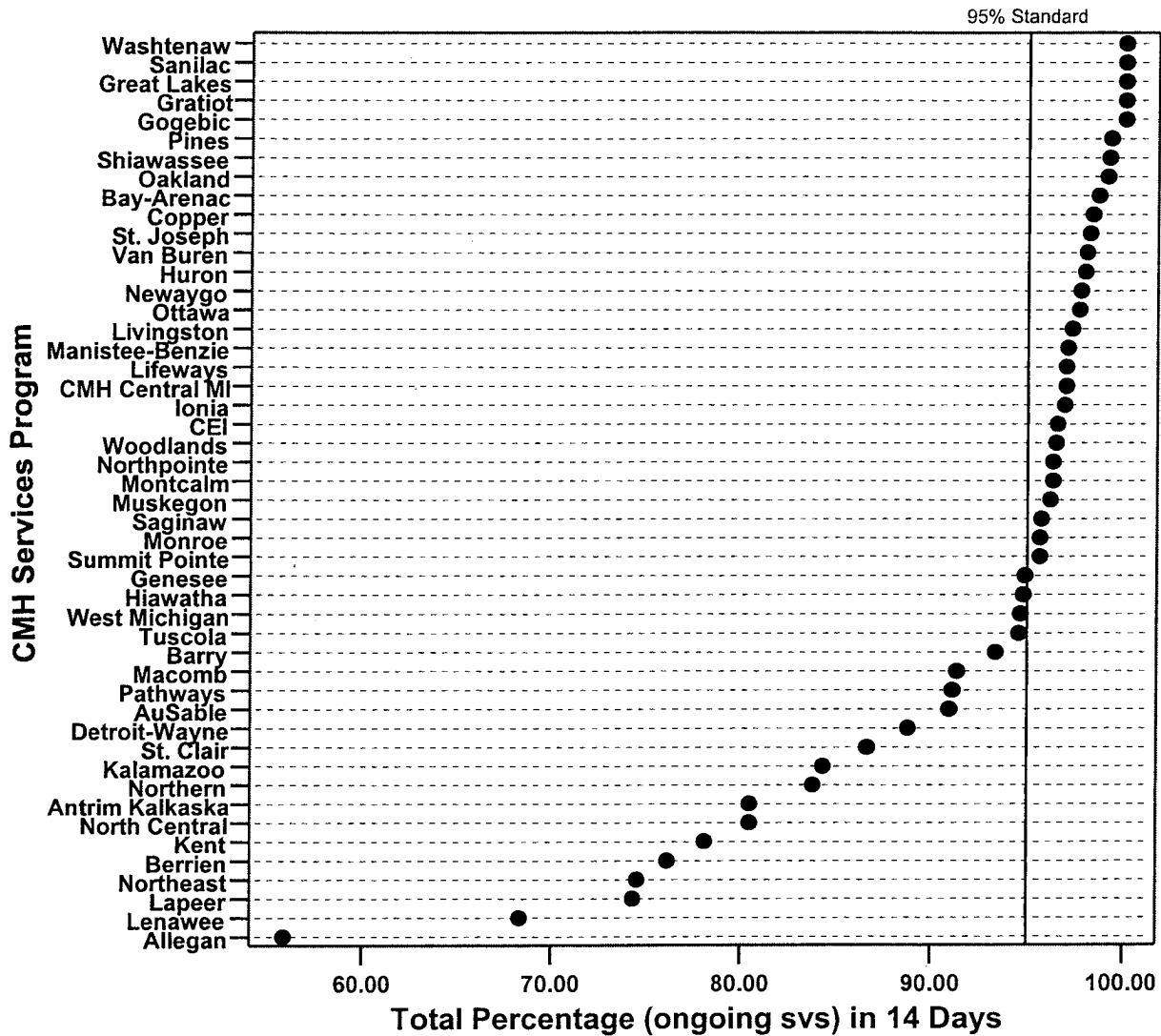
Did not meet standard

Map of Michigan showing health care access by county. The map is divided into counties, each labeled with its name. A legend indicates that counties with a white background represent a percentage of 0.00% to 95.00%, and counties with a hatched background represent a percentage of 95.00% to 100.00%. A black square symbol indicates counties that did not meet the 95% standard. The map shows that most counties in the northern and central parts of Michigan are hatched, indicating high access, while many counties in the southern and western parts are white, indicating lower access. Some counties in the south and west have black squares, indicating they did not meet the 95% standard.

■ Did not meet standard

TIMELINESS PERFORMANCE INDICATOR

Percentage of Persons Starting any Needed On-going Service
Within 14 Days of a Non-Emergent Assessment With a Professional



**Indicator 3: Percentage of Persons Starting any Needed On-going Service Within 14
Days of a Non-Emergent Assessment With a Professional**

	Percentage	Total Starting Ongoing Service	Total Starting Ongoing Service within 14 Calendar Days
Allegan	55.84	77.00	43.00
Antrim Kalkaska	80.49	41.00	33.00
AuSable	90.95	210.00	191.00
Barry	93.33	90.00	84.00
Bay-Arenac	98.63	219.00	216.00
Berrien	76.13	222.00	169.00
CEI	96.55	174.00	168.00
CMH Central MI	96.95	262.00	254.00
Copper	98.36	61.00	60.00
Detroit-Wayne	88.81	2377.00	2111.00
Genesee	94.83	232.00	220.00
Gogebic	100.00	61.00	61.00
Gratiot	100.00	72.00	72.00
Great Lakes	100.00	86.00	86.00
Hiawatha	94.74	95.00	90.00
Huron	97.96	49.00	48.00
Ionia	96.91	97.00	94.00
Kalamazoo	84.38	64.00	54.00
Kent	78.10	653.00	510.00
Lapeer	74.24	66.00	49.00
Lenawee	68.33	60.00	41.00
Lifeways	97.01	301.00	292.00
Livingston	97.26	73.00	71.00
Macomb	91.30	345.00	315.00
Manistee-Benzie	97.06	34.00	33.00
Monroe	95.62	137.00	131.00
Montcalm	96.27	134.00	129.00
Muskegon	96.13	181.00	174.00
Newaygo	97.75	89.00	87.00
North Central	80.43	276.00	222.00
Northeast	74.49	98.00	73.00
Northern	83.82	136.00	114.00
Northpointe	96.27	134.00	129.00
Oakland	99.08	327.00	324.00
Ottawa	97.66	128.00	125.00
Pathways	91.06	235.00	214.00
Pines	99.27	137.00	136.00
Saginaw	95.65	115.00	110.00
Sanilac	100.00	33.00	33.00
Shiawassee	99.16	119.00	118.00
St. Clair	86.67	105.00	91.00
St. Joseph	98.21	56.00	55.00
Summit Pointe	95.57	158.00	151.00
Tuscola	94.55	55.00	52.00
Van Buren	98.07	207.00	203.00
Washtenaw	100.00	99.00	99.00
West Michigan	94.62	130.00	123.00
Woodlands	96.43	84.00	81.00
Total		9194.00	8339.00

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3.5 Findings

Indicator 5. Quality of Life: Adverse Consumer Outcomes -- The percentage of readmissions to inpatient psychiatric units within 30 days of discharge from a psychiatric inpatient unit. Fifteen percent or fewer readmissions within 30 days is the standard.

Rationale for Use:

For some persons with serious mental illness, the occasional use of psychiatric inpatient care is essential. However, a rapid readmission following discharge may suggest that persons were prematurely discharged or that the post discharge follow-up was not timely or sufficient. This indicator assesses whether CMHSPs are meeting the department's standard of no more than 15 percent of persons discharged from inpatient units being readmitted within 30 days.

Note: Starting with the reporting period covering October 1, 2001 to December 31, 2001, the time interval for the standard was changed from 15 to 30 days.

Method of Calculation:

The number of persons readmitted to an inpatient psychiatric unit within 30 days of discharge divided by the total number of persons discharged from inpatient psychiatric units during the reporting period.

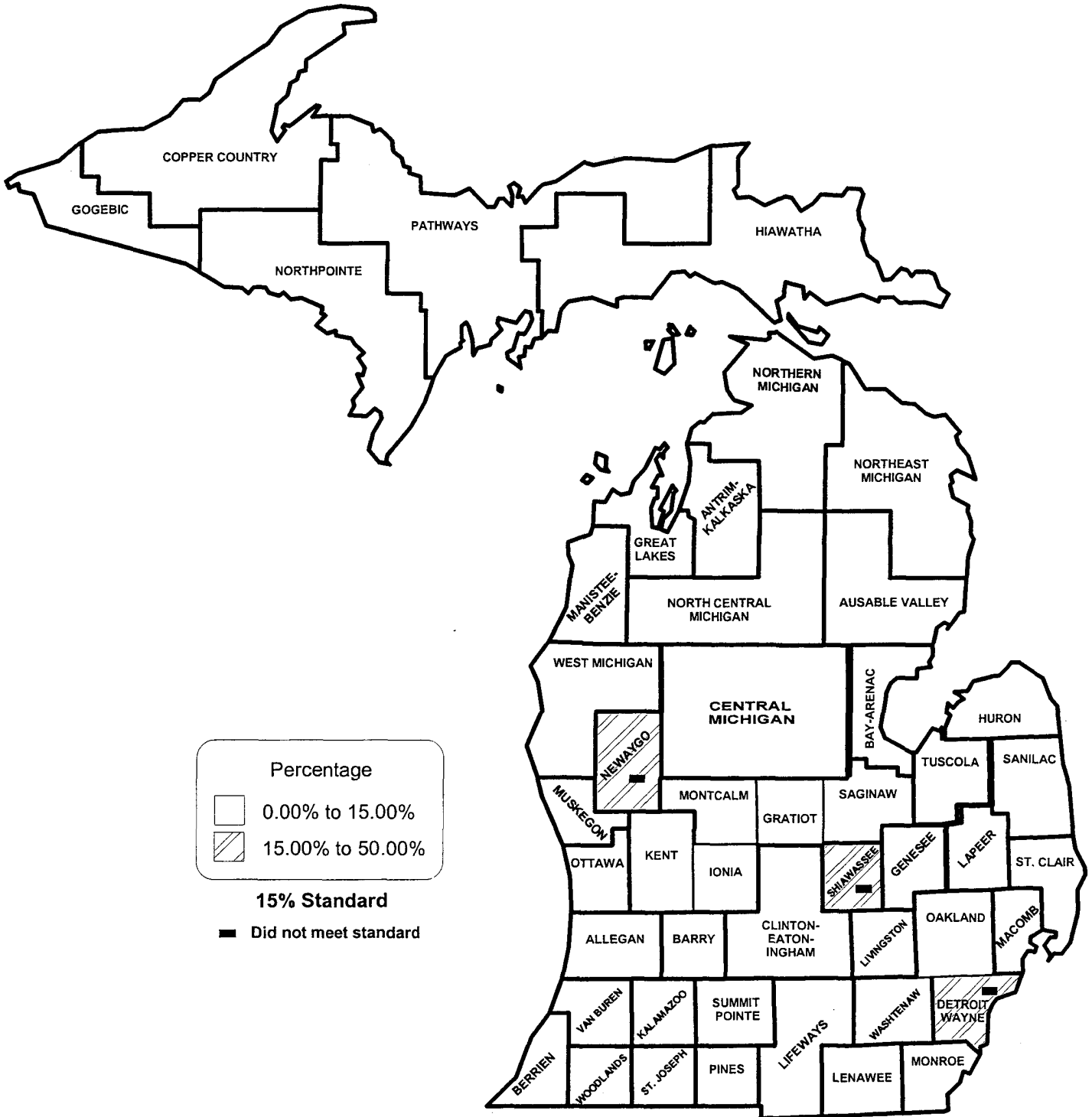
Comments:

Among the 48 CMHSPs reporting hospital discharges during the current period, three failed to meet the 15 percent readmissions within 30 days of discharge standard – three fewer than in the previous period.

CMHSPs failing to meet the standard: Detroit-Wayne* (22.03), Newaygo (25.93), and Shiawassee (17.86).

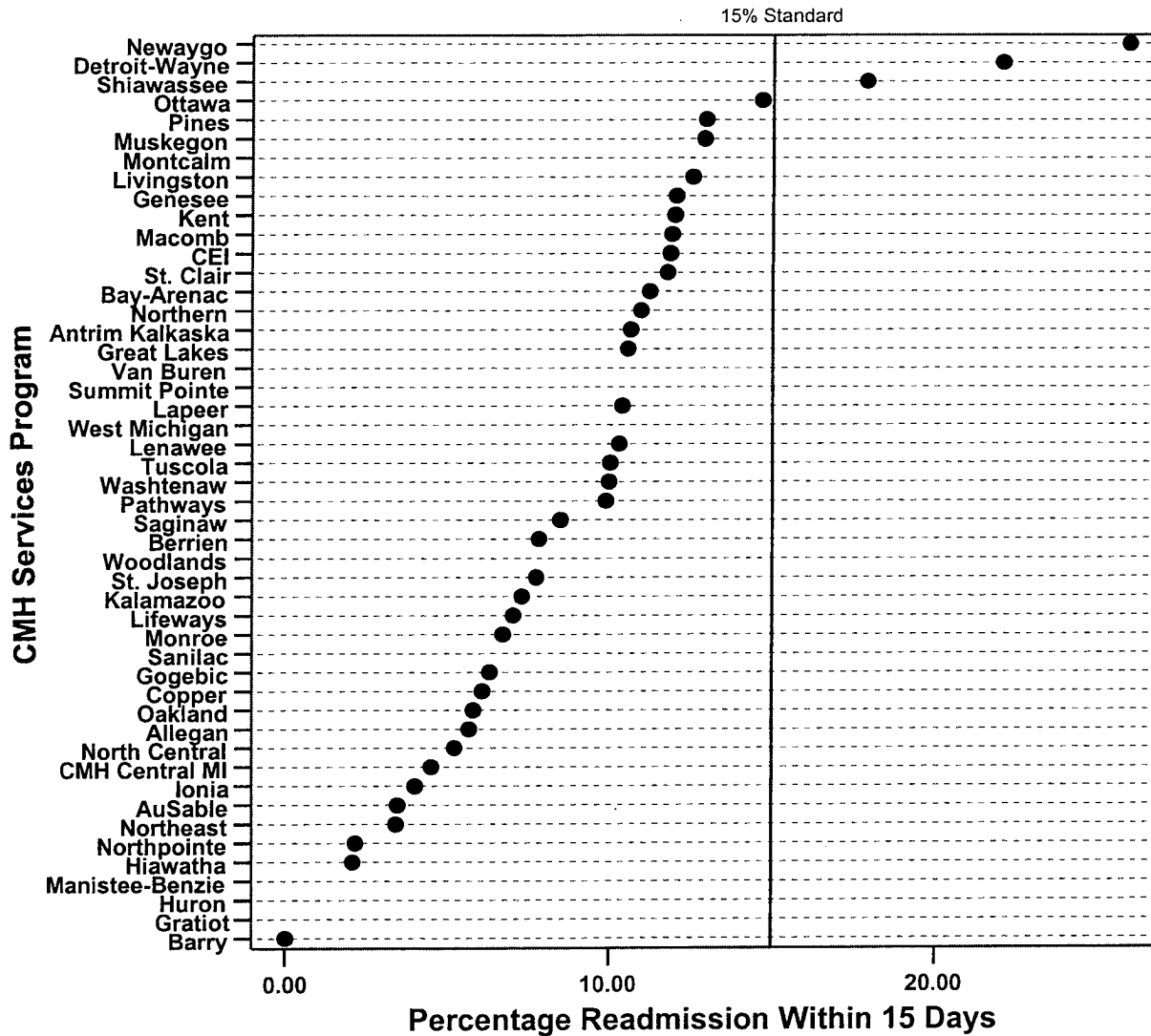
*Denotes failure to meet the “15 percent within 30 days” standard for third consecutive period.

Percentage of Readmissions to Inpatient Psychiatric
Units Within 30 Days of Discharge from Psychiatric
Inpatient Unit
Time Period: 7/1/02 - 9/30/02



OUTCOME: INPATIENT RECIDIVISM

Percentage of Readmissions to Inpatient Psychiatric
Units Within 30 Days of Discharge from Psychiatric
Inpatient Unit



**Indicator 5: Percentage of Readmissions to Inpatient Psychiatric
Units Within 30 Calendar Days of Discharge From a Psychiatric
Inpatient Unit**

	Percentage	# Screened and Admitted for Care	Number Discharged from Care	# Discharged that were Readmitted Within 15 Days
Allegan	5.66	54.00	53.00	3.00
Antrim Kalkaska	10.64	48.00	47.00	5.00
AuSable	3.45	29.00	29.00	1.00
Barry	.00	23.00	22.00	.00
Bay-Arenac	11.20	154.00	125.00	14.00
Berrien	7.81	67.00	64.00	5.00
CEI	11.82	265.00	203.00	24.00
CMH Central MI	4.48	86.00	67.00	3.00
Copper	6.06	39.00	33.00	2.00
Detroit-Wayne	22.03	1981.00	1834.00	404.00
Genesee	12.00	592.00	175.00	21.00
Gogebic	6.25	16.00	16.00	1.00
Gratiot	.00	23.00	23.00	.00
Great Lakes	10.53	77.00	76.00	8.00
Hiawatha	2.04	54.00	49.00	1.00
Huron	.00	17.00	16.00	.00
Ionia	4.00	27.00	25.00	1.00
Kalamazoo	7.27	59.00	55.00	4.00
Kent	11.98	248.00	217.00	26.00
Lapeer	10.34	32.00	29.00	3.00
Lenawee	10.26	39.00	39.00	4.00
Lifeways	6.98	43.00	43.00	3.00
Livingston	12.50	56.00	56.00	7.00
Macomb	11.88	358.00	320.00	38.00
Manistee-Benzie	.00	20.00	15.00	.00
Monroe	6.67	45.00	45.00	3.00
Montcalm	12.50	24.00	24.00	3.00
Muskegon	12.86	70.00	70.00	9.00
Newaygo	25.93	30.00	27.00	7.00
North Central	5.19	82.00	77.00	4.00
Northeast	3.39	60.00	59.00	2.00
Northern	10.94	70.00	64.00	7.00
Northpointe	2.13	47.00	47.00	1.00
Oakland	5.77	366.00	364.00	21.00
Ottawa	14.67	81.00	75.00	11.00
Pathways	9.84	61.00	61.00	6.00
Pines	12.90	32.00	31.00	4.00
Saginaw	8.45	298.00	284.00	24.00
Sanilac	6.25	19.00	16.00	1.00
Shiawassee	17.86	28.00	28.00	5.00
St. Clair	11.76	94.00	85.00	10.00
St. Joseph	7.69	17.00	13.00	1.00
Summit Pointe	10.34	58.00	58.00	6.00
Tuscola	10.00	26.00	10.00	1.00
Van Buren	10.34	33.00	29.00	3.00
Washtenaw	9.93	186.00	151.00	15.00
West Michigan	10.26	44.00	39.00	4.00
Woodlands	7.69	17.00	13.00	1.00
Total		6195.00	5301.00	727.00

QUALITY IMPROVEMENT INDICATORS

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

4.2 Findings

Indicator 12. Quality of Life: Employment -- The percentage of persons with a developmental disability receiving a daytime service who are in supported employment.

Rationale for Use:

Most people express a desire to work. Employment in community-based settings provides an opportunity for persons with developmental disabilities to be productive members of their communities. The degree to which people are employed is a measure of quality of life and one expected outcome of the provision of public services.

Method of Calculation:

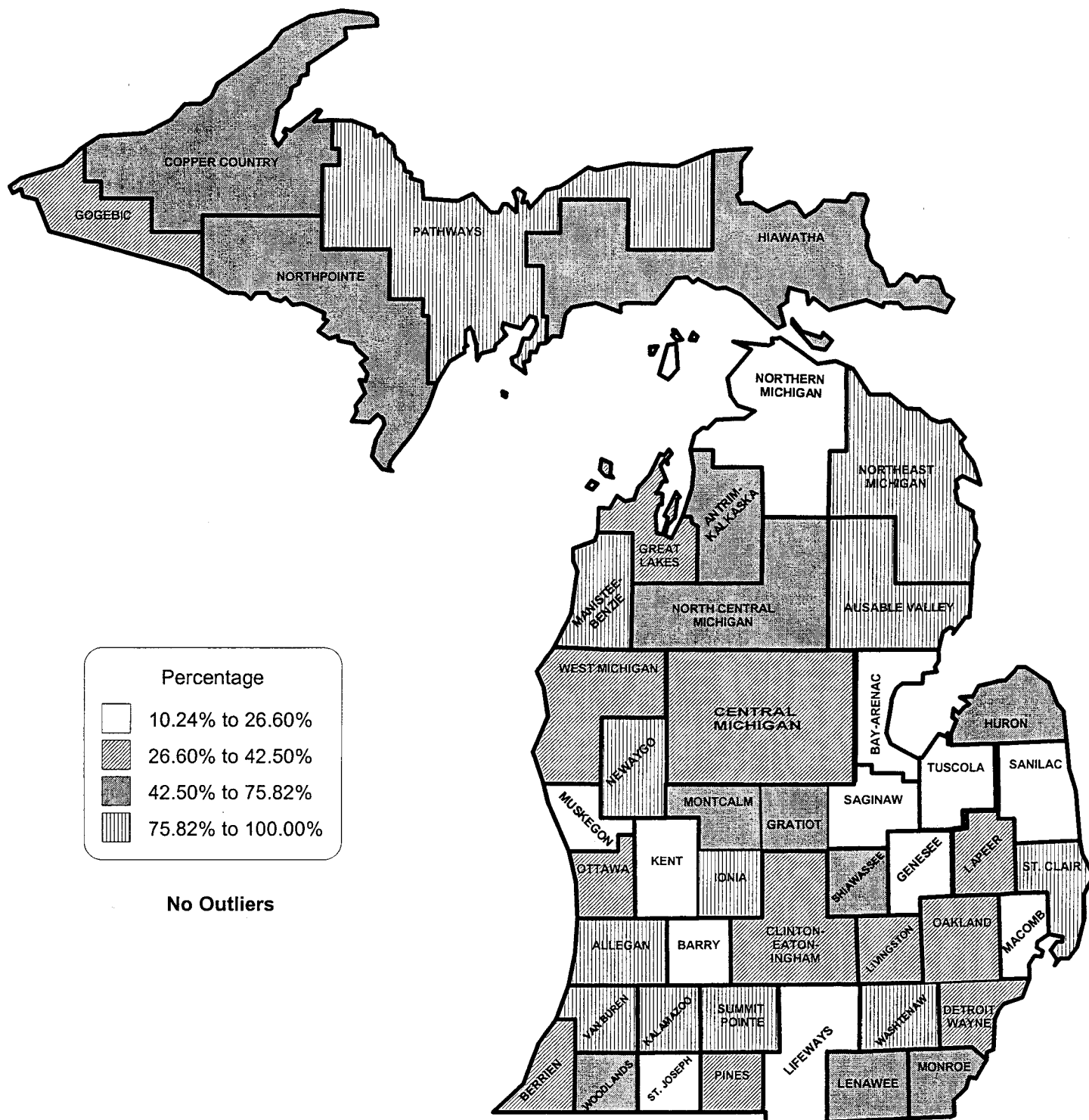
The number of persons with a developmental disability in supported employment divided by the total number of persons with a developmental disability receiving a daytime service, i.e., the total persons with developmental disabilities in day programming plus the total persons with developmental disabilities in supported employment.

Comments:

The mean or average CMHSP percentage of persons with a developmental disability receiving a daytime service who were in supported employment increased marginally from 48.23 percent in the previous period to 48.95 percent in the current period, with a range of 10.24 percent to 100 percent. There were no statistical outliers.

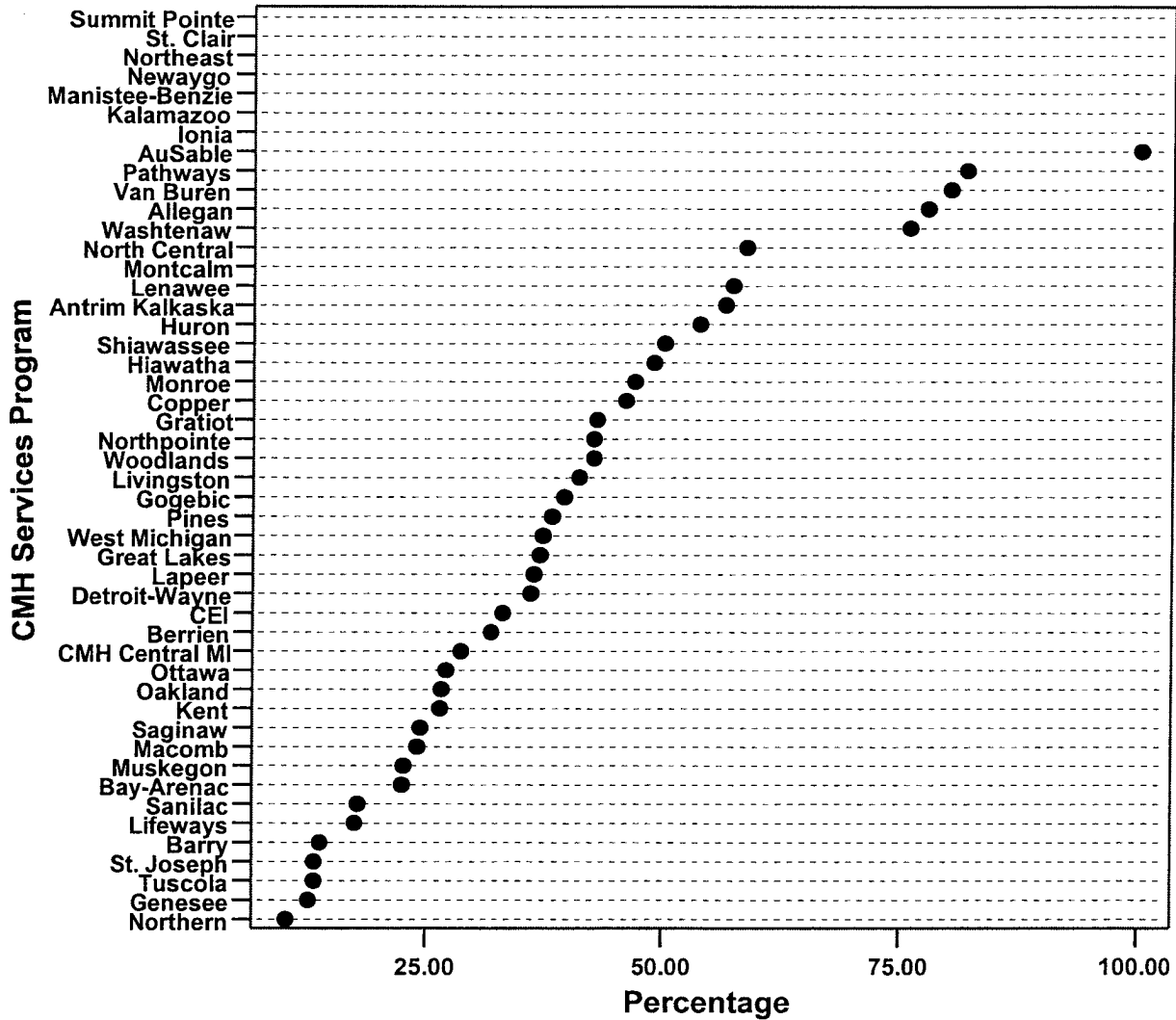


Percentage of Persons with a Developmental Disability Receiving
a Daytime Service who are in Supported Employment
Time Period: 7/1/02 - 9/30/02



OUTCOME: QUALITY OF LIFE PERFORMANCE INDICATOR

Percentage of Persons with a Developmental Disability Receiving
a Daytime Service who are in Supported Employment



Indicator 12: Percentage of Persons with a Developmental Disability Receiving a Daytime Service who are in Supported Employment

	Percentage	Total in in Day Programs	Total # of Persons with DD in SE	Denominator
Allegan	77.64	36.00	125.00	161.00
Antrim Kalkaska	56.47	37.00	48.00	85.00
AuSable	100.00	.00	72.00	72.00
Barry	13.89	62.00	10.00	72.00
Bay-Arenac	22.54	244.00	71.00	315.00
Berrien	31.79	191.00	89.00	280.00
CEI	33.16	387.00	192.00	579.00
CMH Central MI	28.59	447.00	179.00	626.00
Copper	46.05	41.00	35.00	76.00
Detroit-Wayne	35.98	1071.00	602.00	1673.00
Genesee	12.62	755.00	109.00	864.00
Gogebic	39.39	20.00	13.00	33.00
Gratiot	42.86	56.00	42.00	98.00
Great Lakes	37.04	102.00	60.00	162.00
Hiawatha	48.96	49.00	47.00	96.00
Huron	53.79	61.00	71.00	132.00
Ionia	100.00	.00	9.00	9.00
Kalamazoo	100.00	.00	81.00	81.00
Kent	26.34	685.00	245.00	930.00
Lapeer	36.40	159.00	91.00	250.00
Lenawee	57.14	9.00	12.00	21.00
Lifeways	17.59	267.00	57.00	324.00
Livingston	41.09	76.00	53.00	129.00
Macomb	24.02	737.00	233.00	970.00
Manistee-Benzie	100.00	.00	62.00	62.00
Monroe	46.90	77.00	68.00	145.00
Montcalm	57.14	15.00	20.00	35.00
Muskegon	22.73	289.00	85.00	374.00
Newaygo	100.00	.00	39.00	39.00
North Central	58.55	80.00	113.00	193.00
Northeast	100.00	.00	108.00	108.00
Northern	10.24	228.00	26.00	254.00
Northpointe	42.62	35.00	26.00	61.00
Oakland	26.60	1123.00	407.00	1530.00
Ottawa	27.08	307.00	114.00	421.00
Pathways	81.72	34.00	152.00	186.00
Pines	38.24	105.00	65.00	170.00
Saginaw	24.47	287.00	93.00	380.00
Sanilac	17.92	142.00	31.00	173.00
Shiawassee	50.00	40.00	40.00	80.00
St. Clair	100.00	.00	42.00	42.00
St. Joseph	13.28	111.00	17.00	128.00
Summit Pointe	100.00	.00	90.00	90.00
Tuscola	13.26	157.00	24.00	181.00
Van Buren	80.00	8.00	32.00	40.00
Washtenaw	75.82	59.00	185.00	244.00
West Michigan	37.27	69.00	41.00	110.00
Woodlands	42.50	46.00	34.00	80.00
Total		8704.00	4460.00	13164.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

4.3 Findings

Indicator 13. Outcomes: Employment -- The percentage of persons with a developmental disability in supported employment earning the federal minimum wage or greater.

Rational for Use:

Meaningful employment, which provides sufficient hours, wages, and longevity, is an important variable in enabling a person to achieve independence.

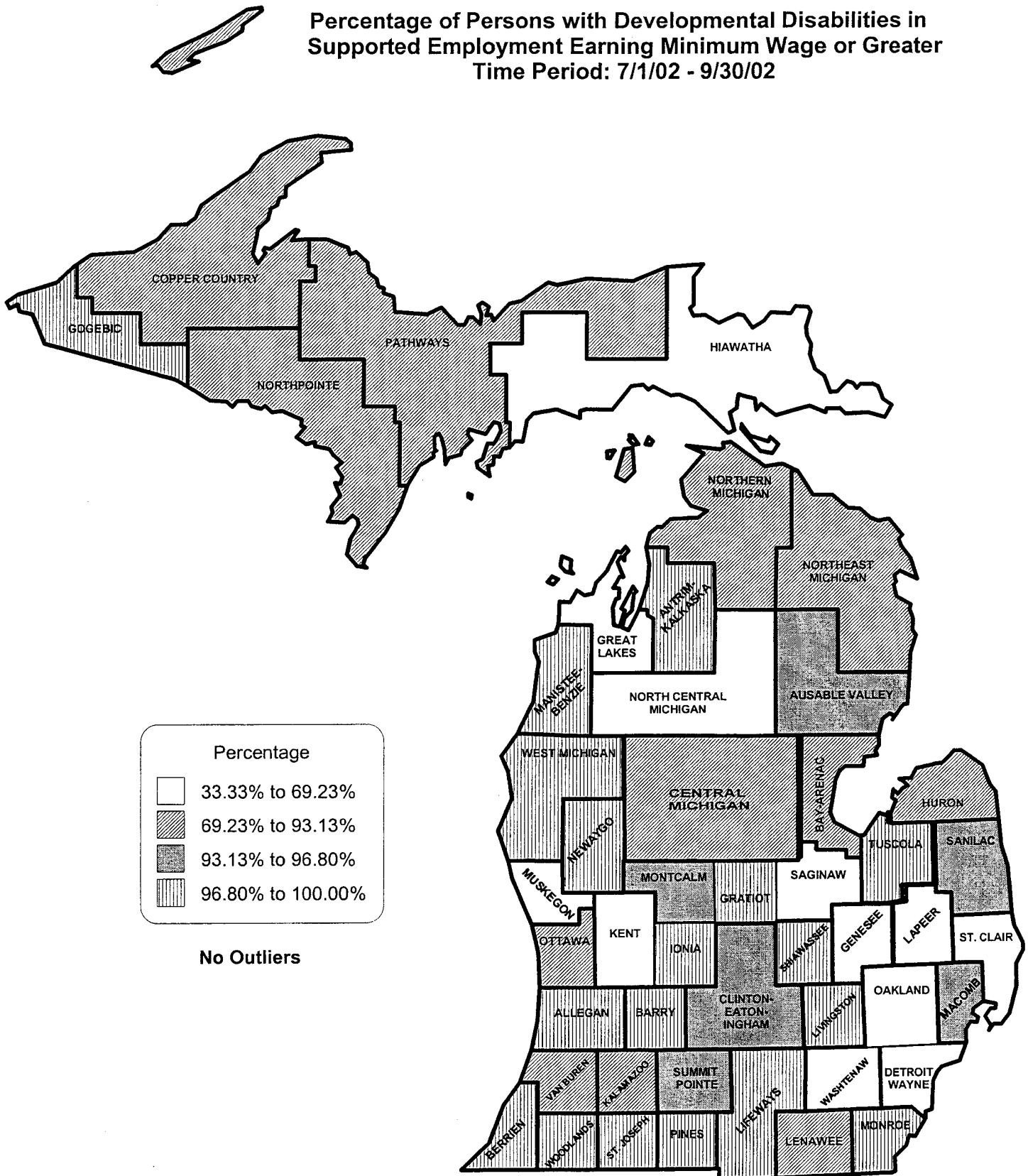
Method of Calculation:

The number of persons with a developmental disability in supported employment earning minimum wage divided by the total number of persons with a developmental disability in supported employment during the reporting period.

Comments:

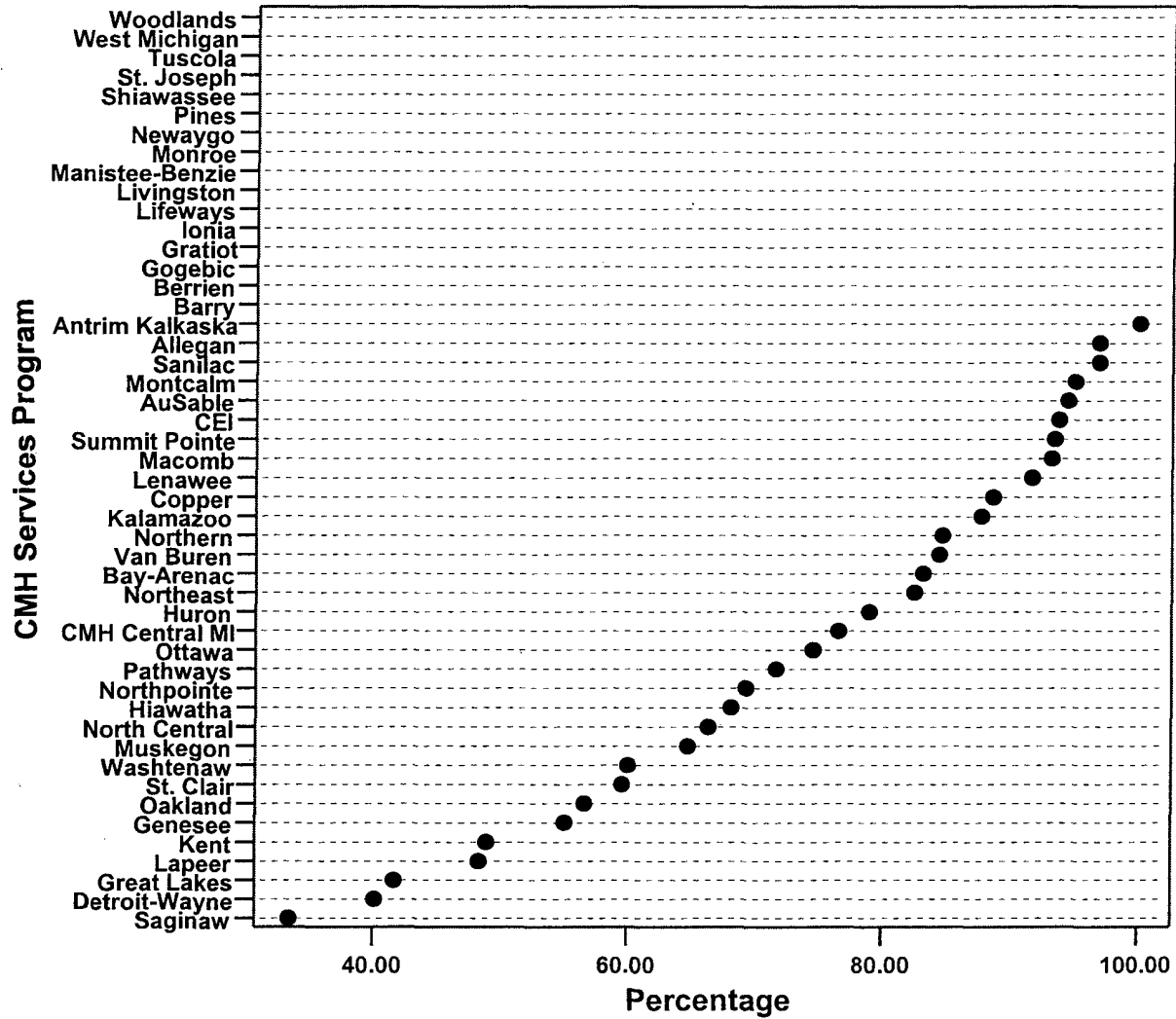
The mean or average CMHSP percentage of persons with a developmental disability in supported employment earning federal minimum wage increased from 81.92 percent for the previous period to 82.90 percent for the current period. There were no statistical outliers.

Percentage of Persons with Developmental Disabilities in
Supported Employment Earning Minimum Wage or Greater
Time Period: 7/1/02 - 9/30/02



OUTCOME: QUALITY OF LIFE PERFORMANCE INDICATOR

Percentage of Persons with Developmental Disabilities in
Supported Employment Earning Minimum Wage or Greater



**Indicator 13: Percentage of Persons with Developmental Disabilities
in Supported Employment Earning Minimum Wage or Greater**

	Percentage	Total Earning Minimum Wage	Total # of Persons with DD in SE
Allegan	96.80	121.00	125.00
Antrim Kalkaska	100.00	48.00	48.00
AuSable	94.44	68.00	72.00
Barry	100.00	10.00	10.00
Bay-Arenac	83.10	59.00	71.00
Berrien	100.00	89.00	89.00
CEI	93.75	180.00	192.00
CMH Central MI	76.54	137.00	179.00
Copper	88.57	31.00	35.00
Detroit-Wayne	40.20	242.00	602.00
Genesee	55.05	60.00	109.00
Gogebic	100.00	13.00	13.00
Gratiot	100.00	42.00	42.00
Great Lakes	41.67	25.00	60.00
Hiawatha	68.09	32.00	47.00
Huron	78.87	56.00	71.00
Ionia	100.00	9.00	9.00
Kalamazoo	87.65	71.00	81.00
Kent	48.98	120.00	245.00
Lapeer	48.35	44.00	91.00
Lenawee	91.67	11.00	12.00
Lifeways	100.00	57.00	57.00
Livingston	100.00	53.00	53.00
Macomb	93.13	217.00	233.00
Manistee-Benzie	100.00	62.00	62.00
Monroe	100.00	68.00	68.00
Montcalm	95.00	19.00	20.00
Muskegon	64.71	55.00	85.00
Newaygo	100.00	39.00	39.00
North Central	66.37	75.00	113.00
Northeast	82.41	89.00	108.00
Northern	84.62	22.00	26.00
Northpointe	69.23	18.00	26.00
Oakland	56.51	230.00	407.00
Ottawa	74.56	85.00	114.00
Pathways	71.71	109.00	152.00
Pines	100.00	65.00	65.00
Saginaw	33.33	31.00	93.00
Sanilac	96.77	30.00	31.00
Shiawassee	100.00	40.00	40.00
St. Clair	59.52	25.00	42.00
St. Joseph	100.00	17.00	17.00
Summit Pointe	93.33	84.00	90.00
Tuscola	100.00	24.00	24.00
Van Buren	84.38	27.00	32.00
Washtenaw	60.00	111.00	185.00
West Michigan	100.00	41.00	41.00
Woodlands	100.00	34.00	34.00
Total		3195.00	4460.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

4.6 Findings

Indicator 16. Quality of Life: Living Situation -- The percentage of children served living with their families.

Rationale for Use:

Use of this indicator is based on the assumption that, in general, the quality of life for children will be higher when they live with their own family instead of in an out-of-home residential placement.

Definition:

Family means natural or adoptive relatives, e.g., parents, grandparents, siblings, etc.

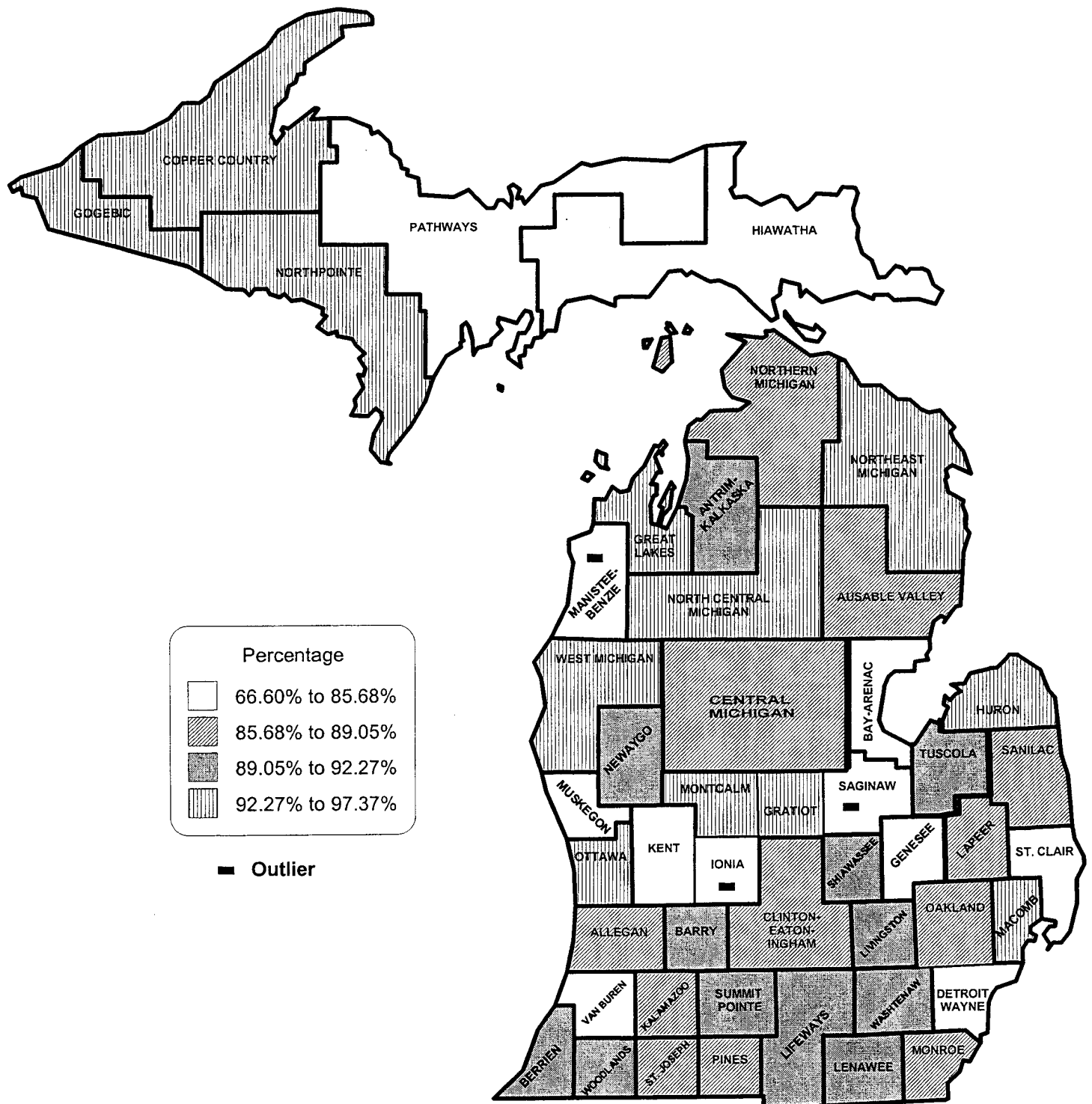
Method of Calculation:

The number of children served living with their family divided by the total number of children receiving CMHSP services.

Comments:

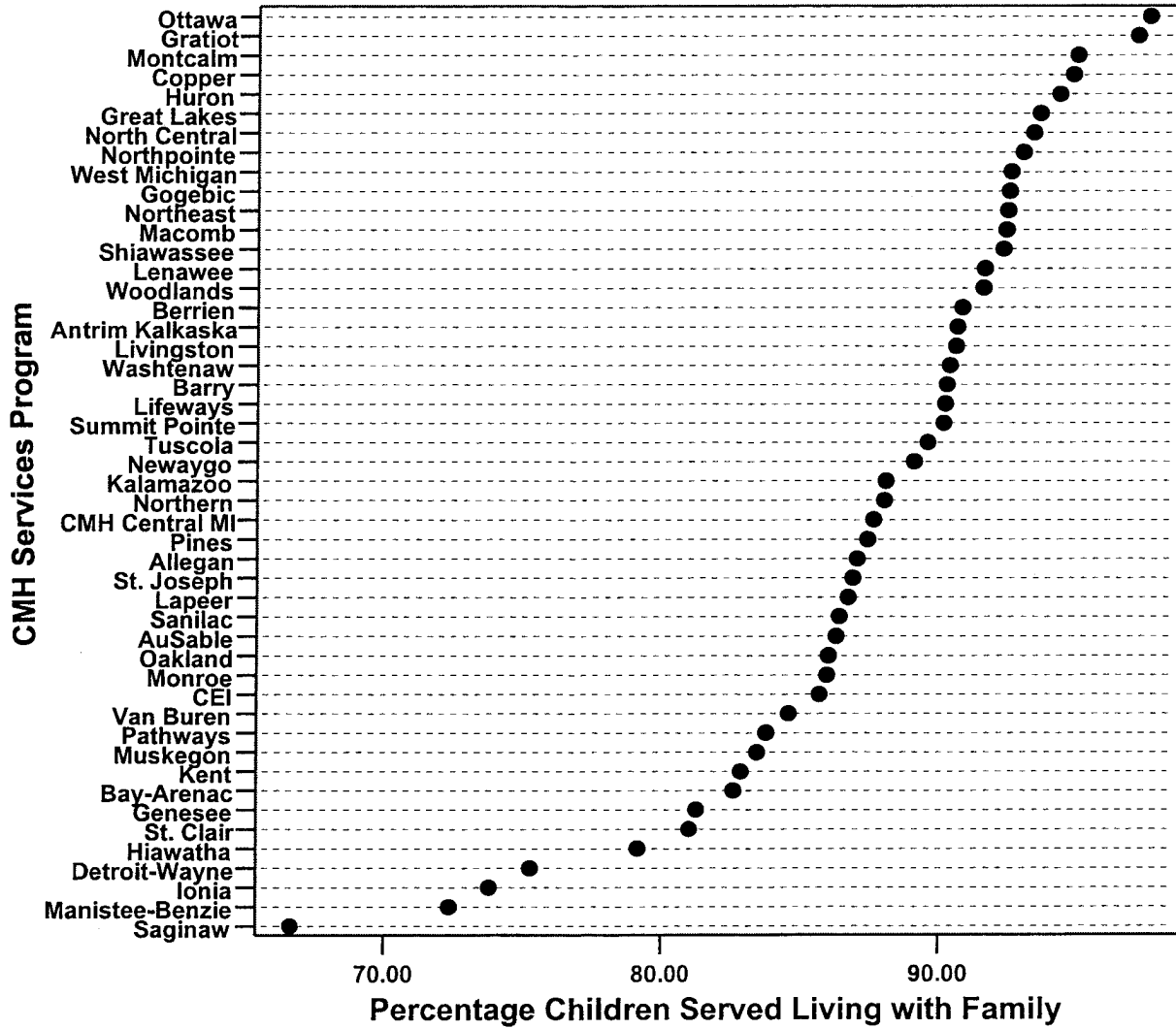
The mean or average CMHSP percentage of children served living with their families decreased slightly from 88.57 percent in the previous period to 87.53 percent for the current period. On a statewide basis, 21,340 of 25,457 children (83.83 percent) were living with their families during the current reporting period. The comparable figure for the previous period was 84.57 percent. Ionia (73.81), Manistee-Benzie (72.36), and Saginaw* (66.60) were negative statistical outliers.

*Denotes negative statistical outlier for second consecutive period.



QUALITY OF LIFE - LIVING SITUATION

Percentage of Children Served Living With Their Families



Indicator 16: Percentage of Children Living With Their Family

	Percentage	Total Children Served	# Living with Family
Allegan	87.00	200.00	174.00
Antrim Kalkaska	90.55	127.00	115.00
AuSable	86.24	465.00	401.00
Barry	90.18	112.00	101.00
Bay-Arenac	82.58	442.00	365.00
Berrien	90.74	443.00	402.00
CEI	85.68	852.00	730.00
CMH Central MI	87.62	1066.00	934.00
Copper	94.64	224.00	212.00
Detroit-Wayne	75.26	6274.00	4722.00
Genesee	81.23	1380.00	1121.00
Gogebic	92.36	144.00	133.00
Gratiot	96.99	166.00	161.00
Great Lakes	93.46	566.00	529.00
Hiawatha	79.10	244.00	193.00
Huron	94.17	120.00	113.00
Ionia	73.81	210.00	155.00
Kalamazoo	88.03	635.00	559.00
Kent	82.83	1258.00	1042.00
Lapeer	86.67	180.00	156.00
Lenawee	91.53	118.00	108.00
Lifeways	90.13	669.00	603.00
Livingston	90.50	242.00	219.00
Macomb	92.27	802.00	740.00
Manistee-Benzie	72.36	369.00	267.00
Monroe	85.92	355.00	305.00
Montcalm	94.77	172.00	163.00
Muskegon	83.41	428.00	357.00
Newaygo	89.05	201.00	179.00
North Central	93.25	489.00	456.00
Northeast	92.31	299.00	276.00
Northern	87.94	423.00	372.00
Northpointe	92.89	253.00	235.00
Oakland	85.97	1169.00	1005.00
Ottawa	97.37	304.00	296.00
Pathways	83.78	487.00	408.00
Pines	87.39	230.00	201.00
Saginaw	66.60	506.00	337.00
Sanilac	86.36	110.00	95.00
Shiawassee	92.17	166.00	153.00
St. Clair	80.98	489.00	396.00
St. Joseph	86.84	228.00	198.00
Summit Pointe	90.11	536.00	483.00
Tuscola	89.50	200.00	179.00
Van Buren	84.56	259.00	219.00
Washtenaw	90.32	341.00	308.00
West Michigan	92.46	305.00	282.00
Woodlands	91.46	199.00	182.00
Total		25457.00	21340.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

4.7 Findings

Indicator 17. Quality of Life: Living Situation -- The percentage of adults with a developmental disability living in their own residence.

Rationale for Use:

Use of this indicator is based on the assumption that, in general, the quality of life of adults with a developmental disability will be higher when they live in their own residence instead of in some other type of residential placement.

Definition:

Own residence means that the lease, rental agreement, or deed or mortgage of the home, apartment or condominium is in the consumer's name or that of his or her spouse.

Method of Calculation:

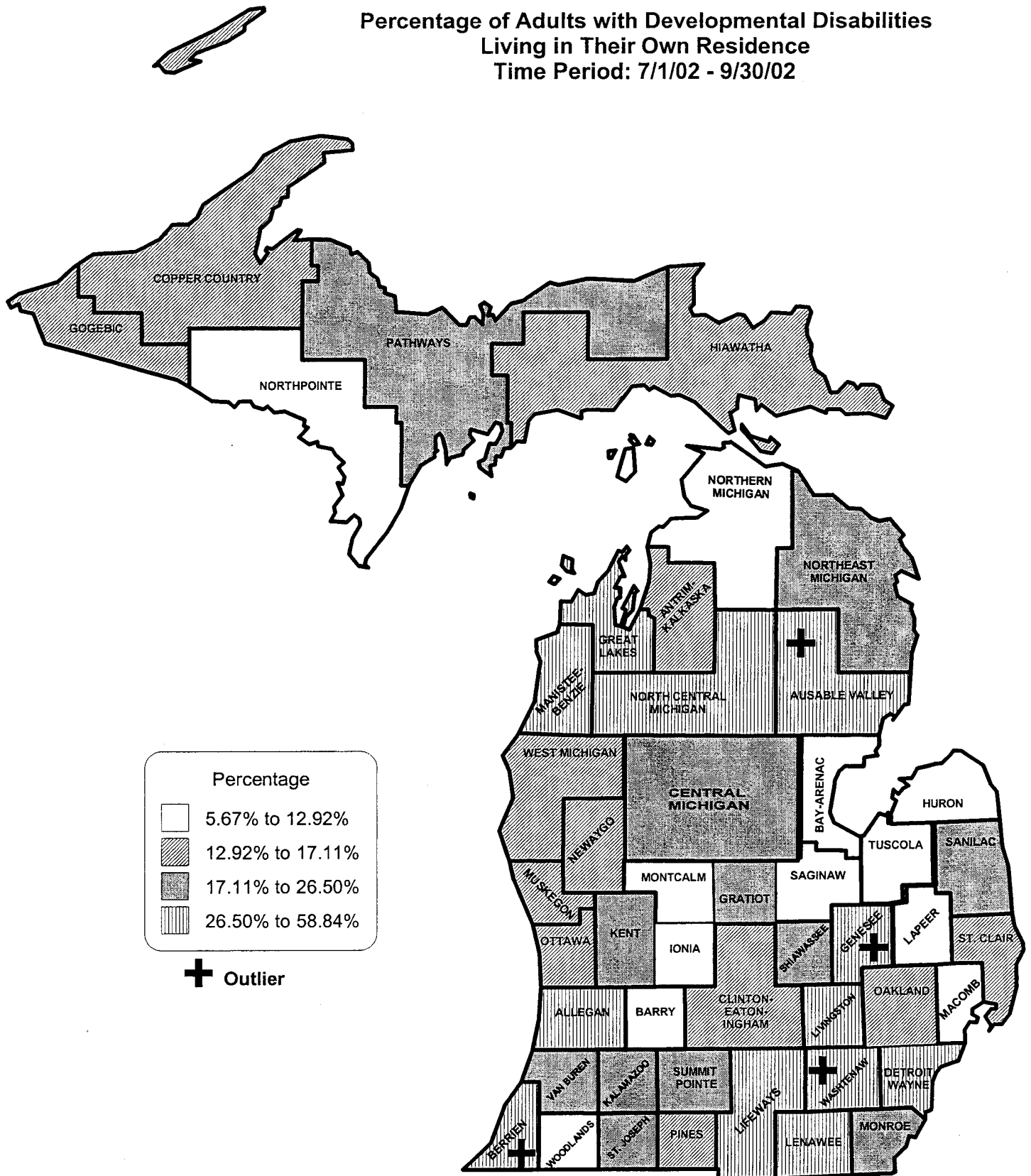
The number of adults with a developmental disability served who are living in their own residence divided by the total number of adults with a developmental disability served during the reporting period.

Comments:

The mean CMHSP percentage of adults with a developmental disability served living in their own residence increased from 19.94 percent in the previous period to 20.86 percent in the current period, a value approximately 37 percentage points lower compared with that for adults with mental illness. On a statewide basis, 5,740 of 23,572 adults with a developmental disability, 24.35 percent, were living in their own residence during the reporting period. The value for the previous period was 22.94 percent. AuSable* (46.55), Berrien* (45.93), Genesee* (44.66), and Washtenaw (58.84) were positive statistical outliers.

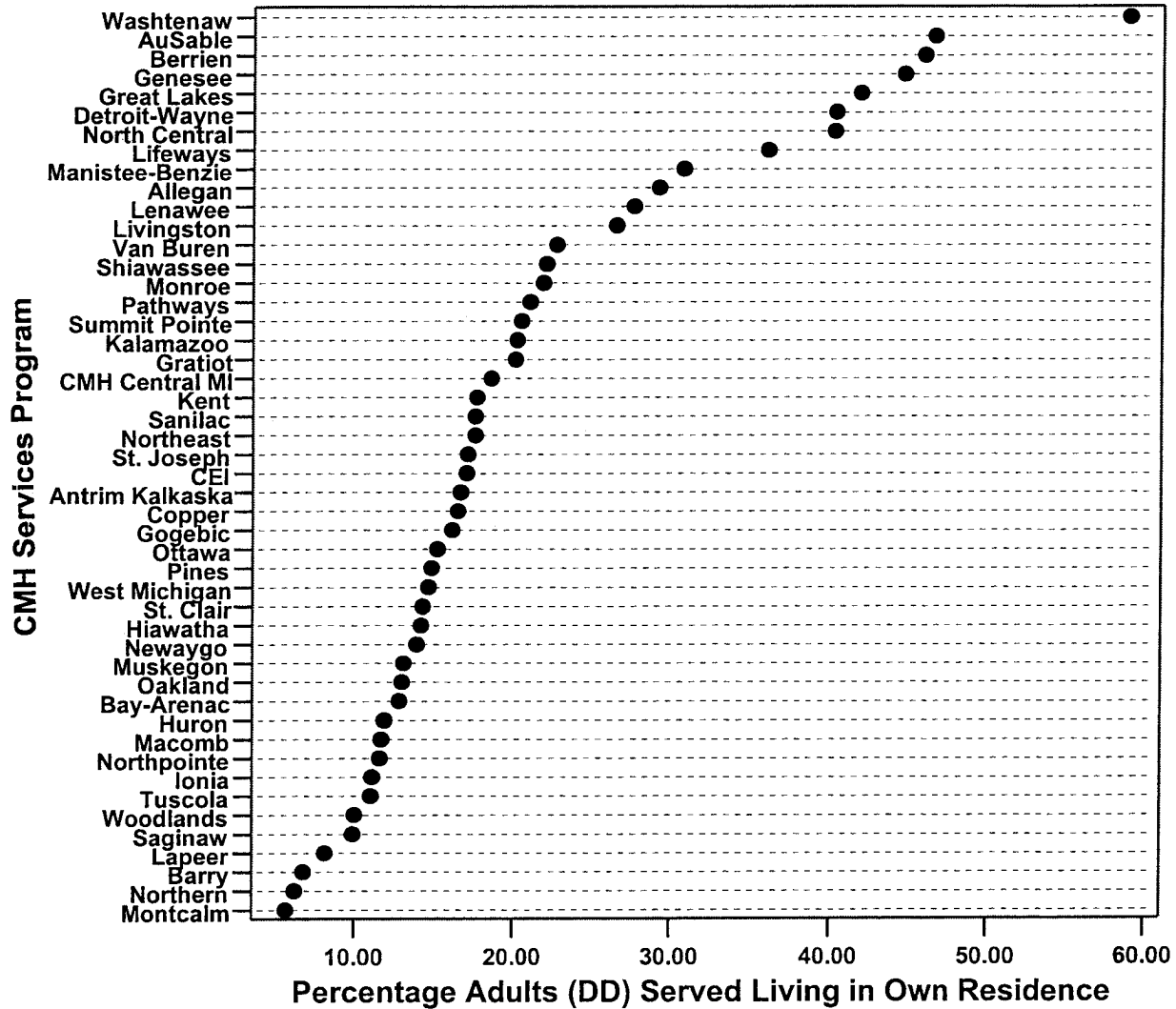
*Denotes positive statistical outlier for second consecutive period.

Percentage of Adults with Developmental Disabilities
Living in Their Own Residence
Time Period: 7/1/02 - 9/30/02



QUALITY OF LIFE - LIVING SITUATION

Percentage of Adults With Developmental Disabilities
Living in Their Own Residence



**Indicator 17: Percentage of Adults With Developmental Disabilities
Living in Their Own Residence**

	Percentage	Total Adults (DD) Served	# Living in Own Residence (DD-Adults)
Allegan	29.19	298.00	87.00
Antrim Kalkaska	16.67	114.00	19.00
AuSable	46.55	174.00	81.00
Barry	6.77	133.00	9.00
Bay-Arenac	12.77	501.00	64.00
Berrien	45.93	492.00	226.00
CEI	17.04	992.00	169.00
CMH Central MI	18.62	940.00	175.00
Copper	16.47	170.00	28.00
Detroit-Wayne	40.28	4151.00	1672.00
Genesee	44.66	1198.00	535.00
Gogebic	16.09	87.00	14.00
Gratiot	20.11	179.00	36.00
Great Lakes	41.90	284.00	119.00
Hiawatha	14.13	184.00	26.00
Huron	11.88	160.00	19.00
Ionia	11.11	144.00	16.00
Kalamazoo	20.21	574.00	116.00
Kent	17.65	1456.00	257.00
Lapeer	8.16	245.00	20.00
Lenawee	27.60	192.00	53.00
Lifeways	36.00	450.00	162.00
Livingston	26.50	200.00	53.00
Macomb	11.63	1496.00	174.00
Manistee-Benzie	30.73	179.00	55.00
Monroe	21.93	374.00	82.00
Montcalm	5.67	141.00	8.00
Muskegon	13.04	575.00	75.00
Newaygo	13.89	108.00	15.00
North Central	40.22	271.00	109.00
Northeast	17.54	285.00	50.00
Northern	6.27	335.00	21.00
Northpointe	11.54	208.00	24.00
Oakland	12.92	1973.00	255.00
Ottawa	15.17	435.00	66.00
Pathways	21.04	461.00	97.00
Pines	14.81	162.00	24.00
Saginaw	9.95	633.00	63.00
Sanilac	17.59	216.00	38.00
Shiawassee	22.02	168.00	37.00
St. Clair	14.23	520.00	74.00
St. Joseph	17.11	152.00	26.00
Summit Pointe	20.53	302.00	62.00
Tuscola	11.01	218.00	24.00
Van Buren	22.75	167.00	38.00
Washtenaw	58.84	554.00	326.00
West Michigan	14.66	191.00	28.00
Woodlands	10.00	130.00	13.00
Total		23572.00	5740.00

MONITORING INDICATORS

Part I

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.1 Findings

Indicator 18. Access: Penetration Rate -- Ratio of the percentage of CMHSP caseload under the age of 18 to the percentage of the CMHSP area census under age 18.

Rationale for Use:

This indicator addresses the degree to which children under 18, typically an underserved population, are receiving public mental health services.

Method of Calculation:

The percentage of the CMHSP caseload comprised of children under age 18 divided by the percentage of children under 18 in the area population (based on 2000 census data).

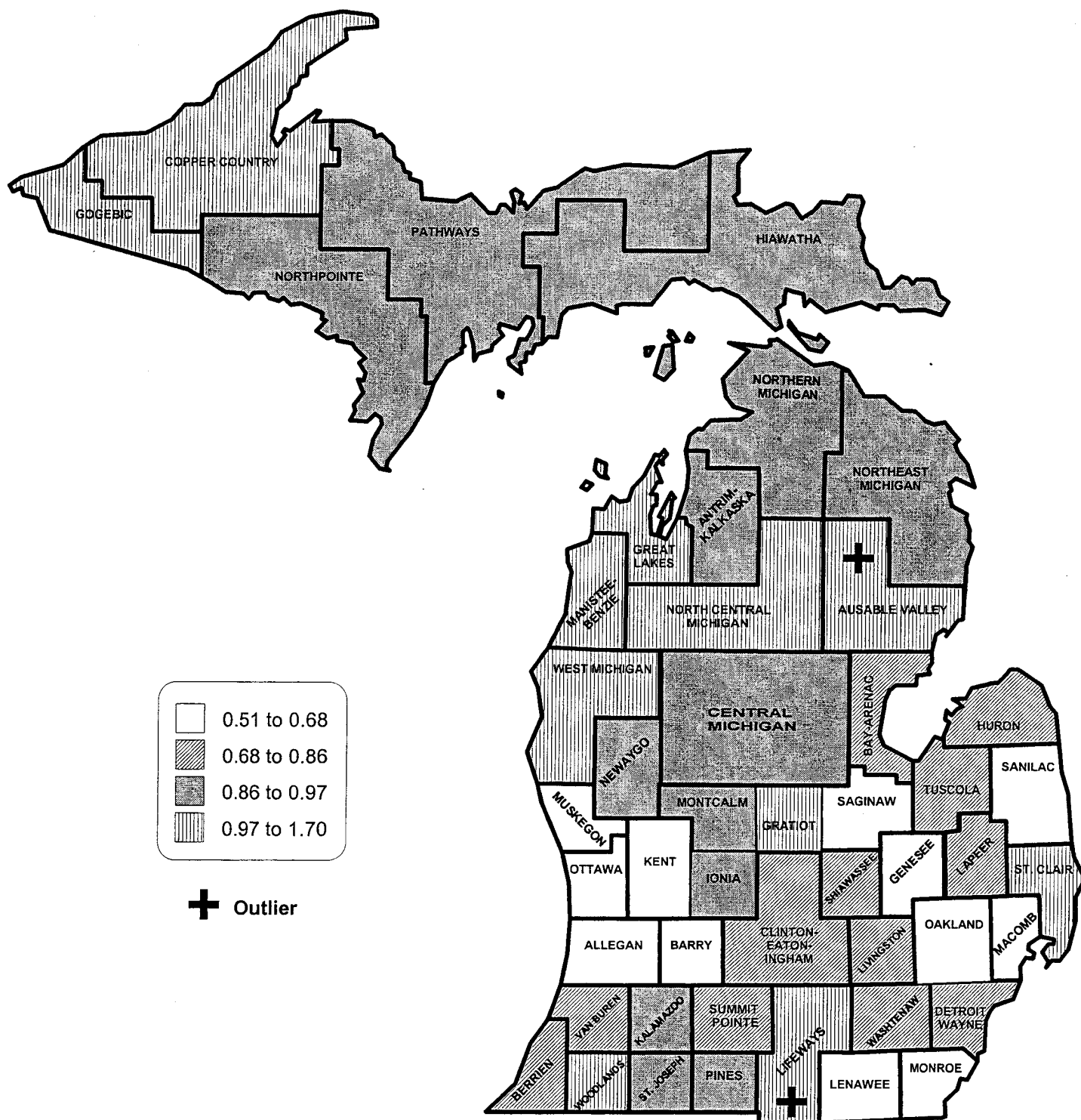
Comments:

A score of "1" indicates that the CMHSP is serving the same percentage of the population as exists in the community. Less than "1" means that the CMHSP is serving a smaller percentage than exists in the community while more than "1" means it is serving a higher percentage. The mean penetration rate for the 48 CMHSPs was .85, slightly lower than in the previous reporting period (.91). Statewide, 18 CMHSPs (37.50 percent) had scores of "1" or higher – seven fewer than in the previous reporting period. AuSable* (1.70) and Lifeways (1.69) were positive statistical outliers.

Note: The (1) Children in area, (2) Total in area, (3) Persons 65+ in area, and (4) Ethnic Minorities in area (by 4 sub-populations) counts for indicators 18, 19, and 20 have been obtained from the year 2000 census data on the web page of the United States Census Bureau.

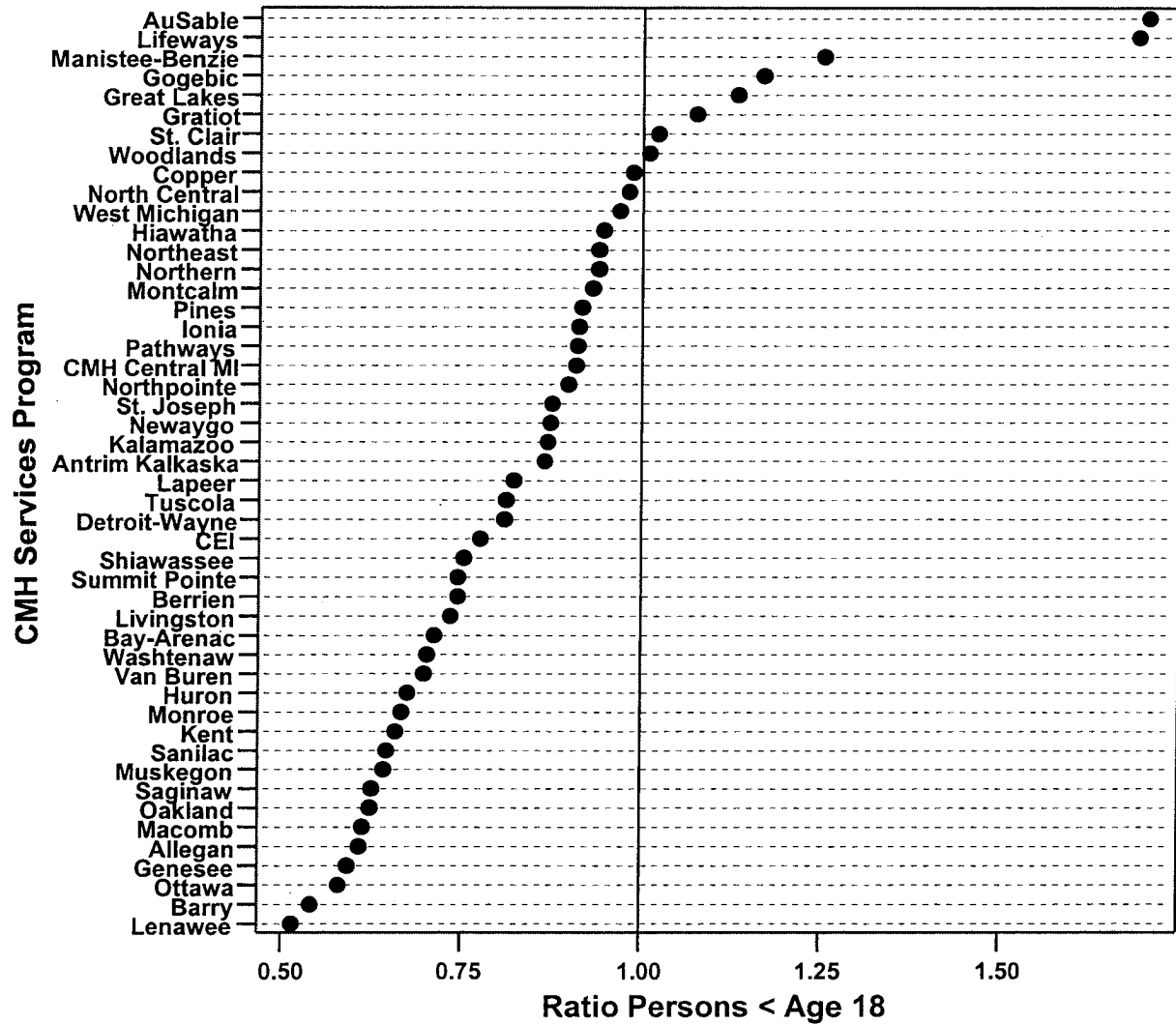
*Denotes positive statistical outlier for fourth consecutive period.

Ratio of the Percentage of CMHSPs Caseload Under Age 18
to the Percentage of CMHSPs Area Census Under Age 18
Time Period: 7/1/02 - 9/30/02



ACCESS: PENETRATION RATE PERFORMANCE INDICATOR

Ratio of the Percentage of CMHSPs Caseload Under Age 18
to the Percentage of CMHSPs Area Census Under Age 18



**Indicator 18: Ratio of the Percentage of CMHSP Caseload Under Age 18 to the
Percentage of CMHSP Area Census Under Age 18**

	Ratio	Children Served	Total Served	Children in Area	Total in Area
Allegan	.61	200.00	1139.00	30495.00	105665.00
Antrim Kalkaska	.86	127.00	592.00	9871.00	39681.00
AuSable	1.70	465.00	1190.00	13409.00	58402.00
Barry	.54	101.00	687.00	15433.00	56755.00
Bay-Arenac	.71	442.00	2560.00	30972.00	127426.00
Berrien	.74	483.00	2496.00	42302.00	162453.00
CEI	.78	824.00	4302.00	110643.00	447728.00
CMH Central MI	.91	1066.00	4887.00	64257.00	267250.00
Copper	.99	224.00	1042.00	11969.00	54881.00
Detroit-Wayne	.81	6274.00	27678.00	577680.00	2061162.00
Genesee	.59	1380.00	8509.00	119601.00	436141.00
Gogebic	1.17	144.00	605.00	3548.00	17370.00
Gratiot	1.07	185.00	725.00	10058.00	42285.00
Great Lakes	1.13	570.00	2001.00	24888.00	98773.00
Hiawatha	.94	244.00	1190.00	12892.00	59389.00
Huron	.68	120.00	733.00	8749.00	36079.00
Ionia	.91	210.00	857.00	16554.00	61518.00
Kalamazoo	.87	621.00	2978.00	57391.00	238603.00
Kent	.66	1258.00	6765.00	162259.00	574335.00
Lapeer	.82	179.00	779.00	24601.00	87904.00
Lenawee	.51	118.00	886.00	25658.00	98890.00
Lifeways	1.69	1519.00	3490.00	52840.00	204949.00
Livingston	.73	242.00	1147.00	45125.00	156951.00
Macomb	.61	802.00	5433.00	189784.00	788149.00
Manistee-Benzie	1.25	358.00	1249.00	9294.00	40525.00
Monroe	.67	355.00	1945.00	39993.00	145945.00
Montcalm	.93	172.00	684.00	16580.00	61266.00
Muskegon	.64	428.00	2422.00	46878.00	170200.00
Newaygo	.87	201.00	792.00	13933.00	47874.00
North Central	.98	489.00	2048.00	20681.00	84704.00
Northeast	.94	299.00	1465.00	14757.00	67759.00
Northern	.94	423.00	1779.00	27232.00	107276.00
Northpointe	.90	253.00	1187.00	15678.00	65936.00
Oakland	.62	1169.00	7464.00	300760.00	1194156.00
Ottawa	.58	296.00	1780.00	68396.00	238314.00
Pathways	.91	487.00	2425.00	26519.00	120040.00
Pines	.91	228.00	976.00	11698.00	45787.00
Saginaw	.62	506.00	3044.00	55890.00	210039.00
Sanilac	.65	110.00	633.00	11992.00	44547.00
Shiawassee	.75	151.00	747.00	19244.00	71687.00
St. Clair	1.02	489.00	1791.00	43971.00	164235.00
St. Joseph	.87	228.00	948.00	17180.00	62422.00
Summit Pointe	.74	536.00	2771.00	35854.00	137985.00
Tuscola	.81	200.00	921.00	15606.00	58266.00
Van Buren	.70	259.00	1326.00	21406.00	76263.00
Washtenaw	.70	341.00	2204.00	71288.00	322895.00
West Michigan	.97	303.00	1233.00	16905.00	66480.00
Woodlands	1.01	197.00	766.00	13053.00	51104.00
Total	.85	26276.00	125271.00	2595767.00	9938444.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.2 Findings

Indicator 19. Access: Penetration Rate -- Ratio of the percentage of CMHSP caseload over the age of 65 to the percentage of the CMHSP area census age 65 and over.

Rationale for Use:

This indicator addresses the degree to which adults age 65 and over, typically an underserved population, are receiving mental health services.

Method of Calculation:

The percentage of the CMHSP caseload age 65 and over divided by the percentage of persons over age 65 in the area population (based on 2000 census data).

Comments:

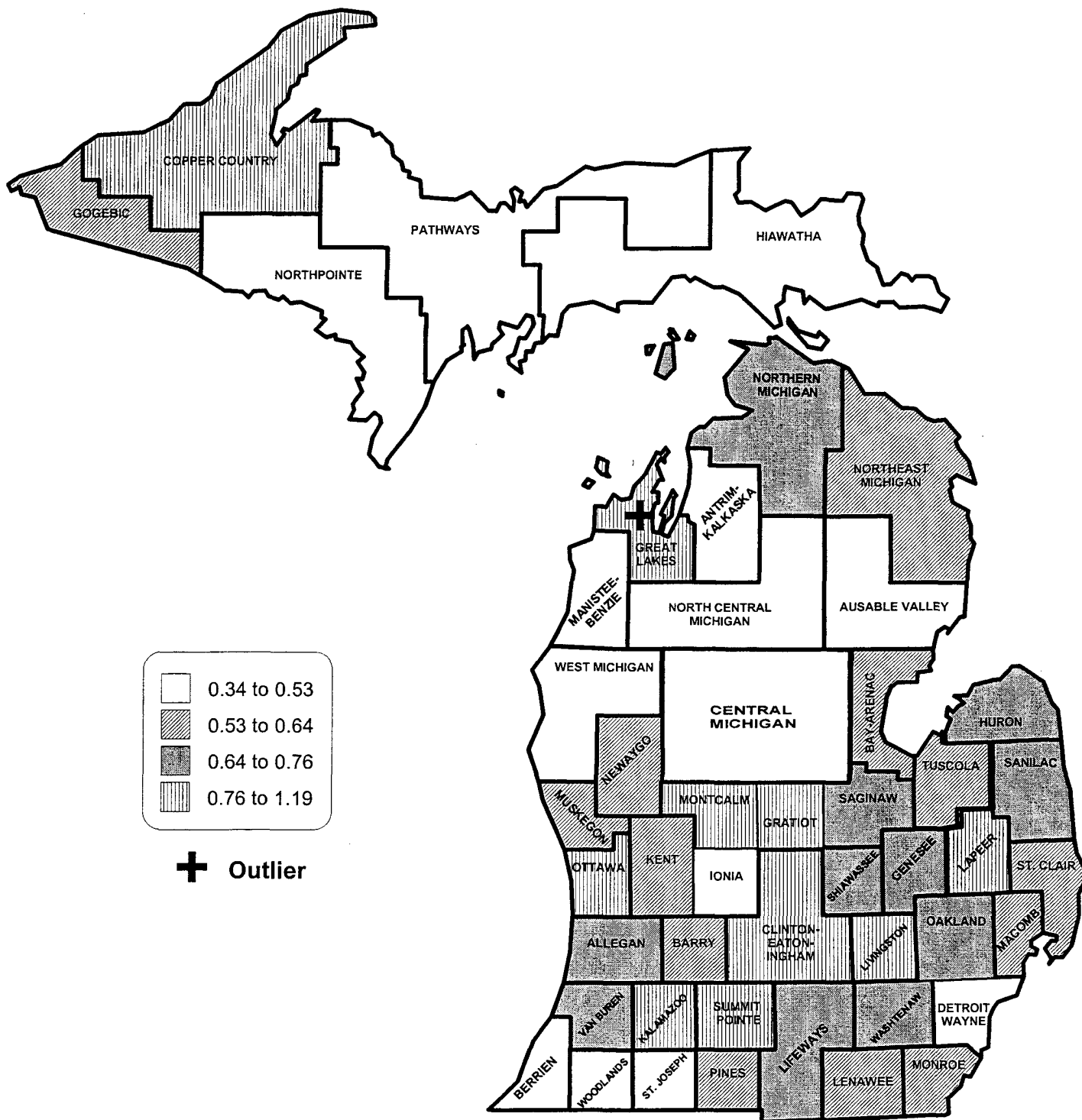
A score of "1" indicates that the CMHSP is serving the same percentage of the population as exists in the community. Less than "1" means that the CMHSP is serving a smaller percentage than exists in the community while more than "1" means it is serving a higher percentage. The mean penetration rate for the 48 CMHSPs was .63 - nearly the same as in the previous reporting period. Statewide, only three CMHSPs had scores of "1" or higher – one more than in the previous period. Great Lakes* (1.19) was a positive statistical outlier.

*Denotes positive statistical outlier for second consecutive period.

Note: The (1) Children in area, (2) Total in area, (3) Persons 65+ in area, and (4) Ethnic Minorities in area (by 4 sub-populations) counts for indicators 18, 19, and 20 have been obtained from the year 2000 census data on the web page of the United States Census Bureau.

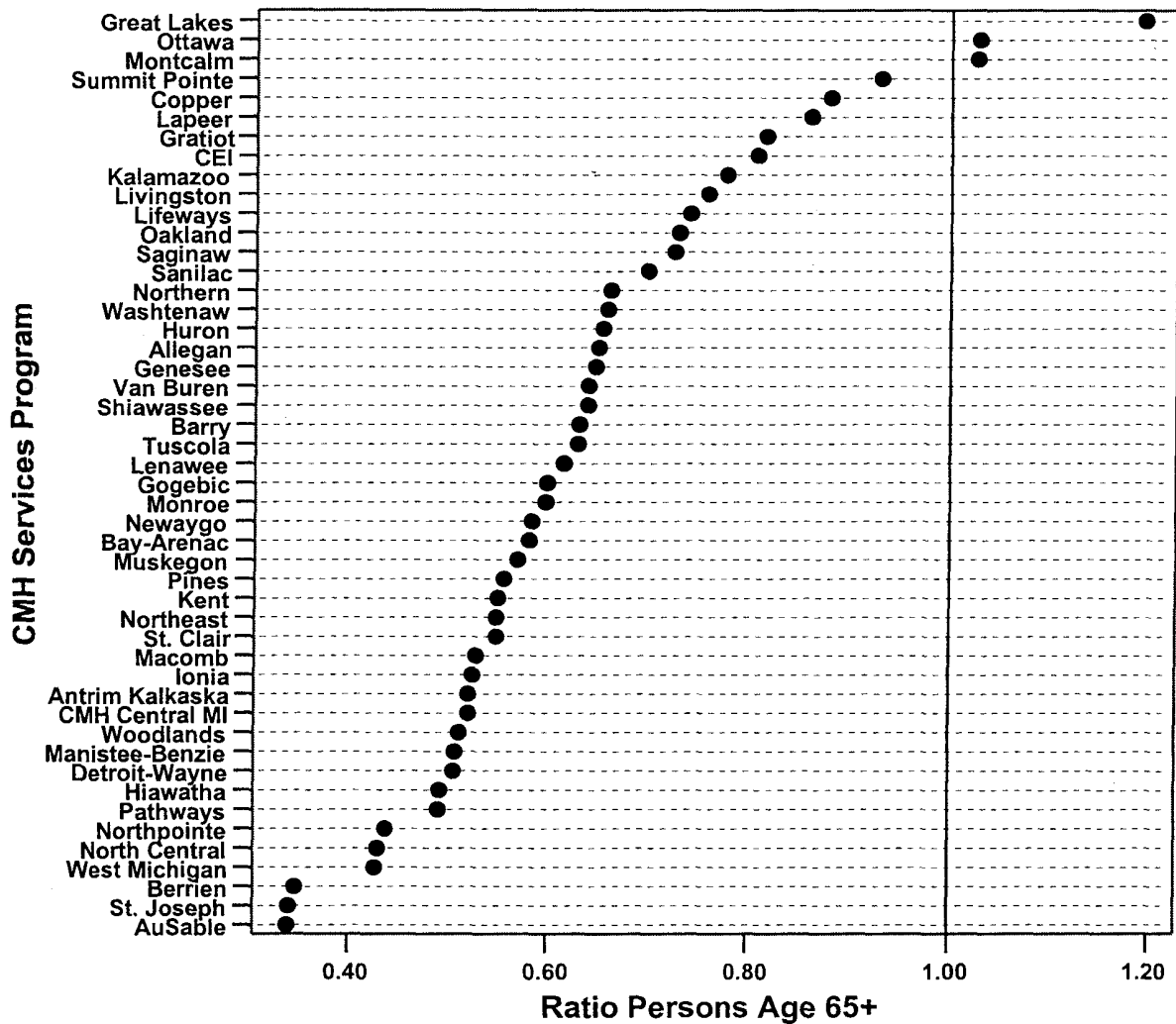


Ratio of the Percentage of CMHSPs Caseload Age 65 and Older
to the Percentage of CMHSPs Area Census Age 65 and Older
Time Period: 7/1/02 - 9/30/02



ACCESS: PENETRATION RATE PERFORMANCE INDICATOR

Ratio of the Percentage of CMHSPs Caseload Age 65 and Older
to the Percentage of CMHSPs Area Census Age 65 and Older



**Indicator 19: Ratio of the Percentage of CMHSP Caseload Age 65 and Older
to the Percentage of CMHSP Area Census Age 65 and Older**

	Ratio	Persons 65+ Served	Total Served	Persons 65+ in Area	Total in Area
Allegan	.65	82.00	1139.00	11725.00	105665.00
Antrim Kalkaska	.52	49.00	592.00	6311.00	39681.00
AuSable	.34	82.00	1190.00	11864.00	58402.00
Barry	.63	51.00	687.00	6696.00	56755.00
Bay-Arenac	.58	222.00	2560.00	19030.00	127426.00
Berrien	.35	125.00	2496.00	23449.00	162453.00
CEI	.81	349.00	4302.00	45036.00	447728.00
CMH Central MI	.52	328.00	4887.00	34486.00	267250.00
Copper	.88	153.00	1042.00	9160.00	54881.00
Detroit-Wayne	.50	1687.00	27678.00	248982.00	2061162.00
Genesee	.65	638.00	8509.00	50607.00	436141.00
Gogebic	.60	82.00	605.00	3931.00	17370.00
Gratiot	.82	80.00	725.00	5723.00	42285.00
Great Lakes	1.19	334.00	2001.00	13813.00	98773.00
Hiawatha	.49	86.00	1190.00	8717.00	59389.00
Huron	.65	93.00	733.00	7006.00	36079.00
Ionia	.52	45.00	857.00	6165.00	61518.00
Kalamazoo	.78	263.00	2978.00	27148.00	238603.00
Kent	.55	386.00	6765.00	59625.00	574335.00
Lapeer	.86	64.00	779.00	8399.00	87904.00
Lenawee	.61	69.00	886.00	12523.00	98890.00
Lifeways	.74	334.00	3490.00	26572.00	204949.00
Livingston	.76	72.00	1147.00	13037.00	156951.00
Macomb	.53	391.00	5433.00	107651.00	788149.00
Manistee-Benzie	.51	113.00	1249.00	7238.00	40525.00
Monroe	.60	129.00	1945.00	16222.00	145945.00
Montcalm	1.03	85.00	684.00	7421.00	61266.00
Muskegon	.57	177.00	2422.00	21887.00	170200.00
Newaygo	.58	59.00	792.00	6115.00	47874.00
North Central	.43	154.00	2048.00	14847.00	84704.00
Northeast	.55	165.00	1465.00	13909.00	67759.00
Northern	.66	179.00	1779.00	16334.00	107276.00
Northpointe	.44	104.00	1187.00	13217.00	65936.00
Oakland	.73	614.00	7464.00	134959.00	1194156.00
Ottawa	1.03	185.00	1780.00	24112.00	238314.00
Pathways	.49	179.00	2425.00	18057.00	120040.00
Pines	.55	71.00	976.00	6002.00	45787.00
Saginaw	.72	297.00	3044.00	28331.00	210039.00
Sanilac	.70	68.00	633.00	6865.00	44547.00
Shiawassee	.64	57.00	747.00	8581.00	71687.00
St. Clair	.55	120.00	1791.00	20088.00	164235.00
St. Joseph	.34	42.00	948.00	8097.00	62422.00
Summit Pointe	.93	352.00	2771.00	18857.00	137985.00
Tuscola	.63	74.00	921.00	7450.00	58266.00
Van Buren	.64	104.00	1326.00	9373.00	76263.00
Washtenaw	.66	118.00	2204.00	26271.00	322895.00
West Michigan	.43	85.00	1233.00	10742.00	66480.00
Woodlands	.51	53.00	766.00	6927.00	51104.00
Total	.63	9649.00	125271.00	1219558.00	9938444.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.3 Findings

Indicator 20. Access: Penetration Rate -- Ratio of the percentage of ethnic minorities in the CMHSP caseload to the percentage minorities in the CMHSP area census.

Rationale for Use:

This indicator addresses the degree to which ethnic minorities, typically an underserved population, are accessing public mental health services.

Method of Calculation:

The percentage of the CMHSP caseload comprised of ethnic minorities divided by the percentage of persons who are ethnic minorities in the area population (based on 2000 census data).

Comments:

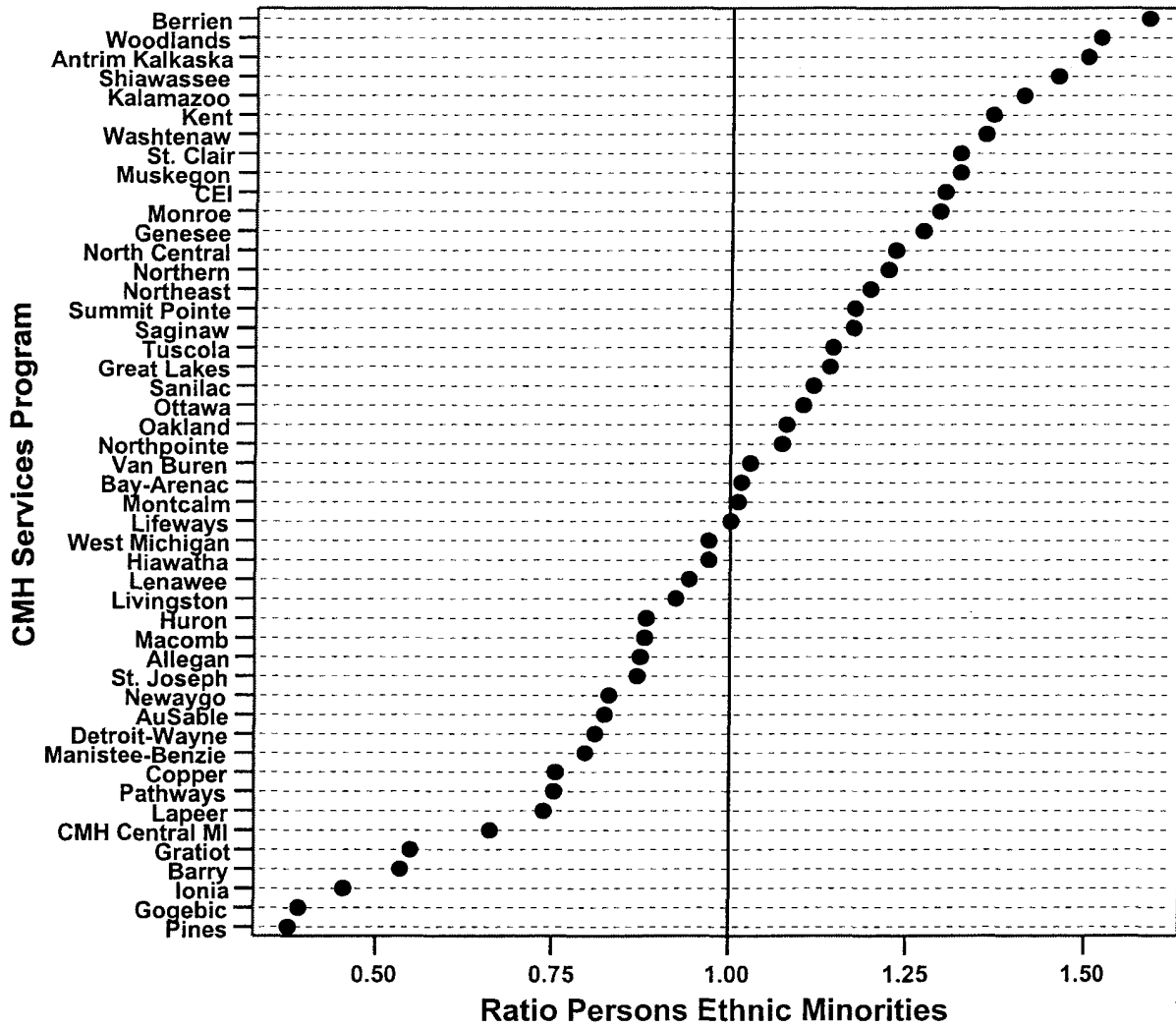
A score of "1" indicates that the CMHSP is serving the same percentage of the population as exists in the community. Less than "1" means that the CMHSP is serving a smaller percentage than exists in the community while more than "1" means it is serving a higher percentage. The mean penetration rate for the 48 CMHSPs was 1.02, marginally lower than in the last reporting period (1.16). Statewide, 27 (56.25 percent) of the 48 CMHSPs had penetration rates above 1.0 – six fewer than in the previous period. There were no statistical outliers.

Note 1: It should be noted that the county census includes people in prisons, jails or other facilities located within the county. When a large proportion of the county institutional population is comprised of persons of color, computed values of the ethnic-minority penetration ratio may be biased downward since institutionalized persons are unavailable to CMHSPs as potential consumers. Thus CMHSPs like Gratiot and Ionia may have an artificially low, i.e., downwardly biased, ethnic-minority penetration ratio due to the large number of persons of color in state prisons who, while counted in the census, are unavailable to the CMHSPs as potential consumers.

Note 2: The (1) Children in area, (2) Total in area, (3) Persons 65+ in area, and (4) Ethnic Minorities in area (by 4 sub-populations) counts for indicators 18, 19, and 20 have been obtained from the year 2000 census data on the web page of the United States Census Bureau.

ACCESS: PENETRATION RATE PERFORMANCE INDICATOR

Ratio of the Percentage of Ethnic Minorities in CMHSP Caseload
to the Percentage of Ethnic Minorities in CMHSP Area Census



Indicator 20: Ratio of the Percentage of Ethnic Minorities in CMHSP Caseload to the Percentage of Ethnic Minorities in CMHSP Area Census

	Ratio	Ethnic Minorities Served	Total Served	Ethnic Minorities in Area	Total in Area
Allegan	.87	81.00	1139.00	8618.00	105665.00
Antrim Kalkaska	1.50	22.00	592.00	984.00	39681.00
AuSable	.82	23.00	1190.00	1372.00	58402.00
Barry	.53	13.00	687.00	1391.00	56755.00
Bay-Arenac	1.02	155.00	2560.00	7599.00	127426.00
Berrien	1.59	813.00	2496.00	33380.00	162453.00
CEI	1.30	894.00	4302.00	71675.00	447728.00
CMH Central MI	.66	162.00	4887.00	13398.00	267250.00
Copper	.75	47.00	1042.00	3289.00	54881.00
Detroit-Wayne	.81	10761.00	27678.00	989473.00	2061162.00
Genesee	1.27	2598.00	8509.00	105016.00	436141.00
Gogebic	.39	12.00	605.00	881.00	17370.00
Gratiot	.55	36.00	725.00	3831.00	42285.00
Great Lakes	1.14	96.00	2001.00	4165.00	98773.00
Hiawatha	.97	208.00	1190.00	10721.00	59389.00
Huron	.88	16.00	733.00	893.00	36079.00
Ionia	.45	32.00	857.00	5067.00	61518.00
Kalamazoo	1.41	614.00	2978.00	34956.00	238603.00
Kent	1.36	1696.00	6765.00	105485.00	574335.00
Lapeer	.74	27.00	779.00	4135.00	87904.00
Lenawee	.94	83.00	886.00	9843.00	98890.00
Lifeways	1.00	318.00	3490.00	18661.00	204949.00
Livingston	.92	29.00	1147.00	4299.00	156951.00
Macomb	.88	323.00	5433.00	53260.00	788149.00
Manistee-Benzie	.79	49.00	1249.00	2001.00	40525.00
Monroe	1.29	120.00	1945.00	6973.00	145945.00
Montcalm	1.01	37.00	684.00	3277.00	61266.00
Muskegon	1.32	606.00	2422.00	32308.00	170200.00
Newaygo	.83	39.00	792.00	2845.00	47874.00
North Central	1.23	60.00	2048.00	2018.00	84704.00
Northeast	1.20	27.00	1465.00	1045.00	67759.00
Northern	1.22	77.00	1779.00	3806.00	107276.00
Northpointe	1.07	33.00	1187.00	1712.00	65936.00
Oakland	1.08	1366.00	7464.00	202686.00	1194156.00
Ottawa	1.10	206.00	1780.00	25076.00	238314.00
Pathways	.75	90.00	2425.00	5930.00	120040.00
Pines	.38	24.00	976.00	2992.00	45787.00
Saginaw	1.17	946.00	3044.00	55749.00	210039.00
Sanilac	1.11	26.00	633.00	1642.00	44547.00
Shiawassee	1.46	30.00	747.00	1977.00	71687.00
St. Clair	1.32	123.00	1791.00	8555.00	164235.00
St. Joseph	.87	62.00	948.00	4703.00	62422.00
Summit Pointe	1.17	514.00	2771.00	21811.00	137985.00
Tuscola	1.14	45.00	921.00	2491.00	58266.00
Van Buren	1.03	190.00	1326.00	10578.00	76263.00
Washtenaw	1.35	651.00	2204.00	70431.00	322895.00
West Michigan	.97	117.00	1233.00	6513.00	66480.00
Woodlands	1.52	115.00	766.00	5059.00	51104.00
Total	1.02	24612.00	125271.00	1974570.00	9938444.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.4 Findings

Indicator 21. Access: Penetration Rate -- Ratio of the number of persons age 18 and over served by CMHSPs meeting the definition of serious mental illness to the projected SMI need.

Rationale for Use:

This is a population-based access indicator that measures the degree to which the projected number of adults with a serious mental illness in the area population are being served by the public mental health system.

Method of Calculation:

The number of persons 18 and older served meeting the definition of serious mental illness divided by the number of persons with serious mental illness estimated to reside in the catchment area as reported by the Citizens Research Council, "Funding Community Mental Health in Michigan," January 1997, Report #318.

Diagnoses meeting the definition of serious mental illness are: schizophrenia and other psychotic disorders; mood disorders or major depression and bipolar disorder; dementia with delusions, dementia with depressed mood, and dementia with behavioral disturbance; panic disorder, phobias and obsessive-compulsive disorder; somatization disorder; and antisocial personality disorder.

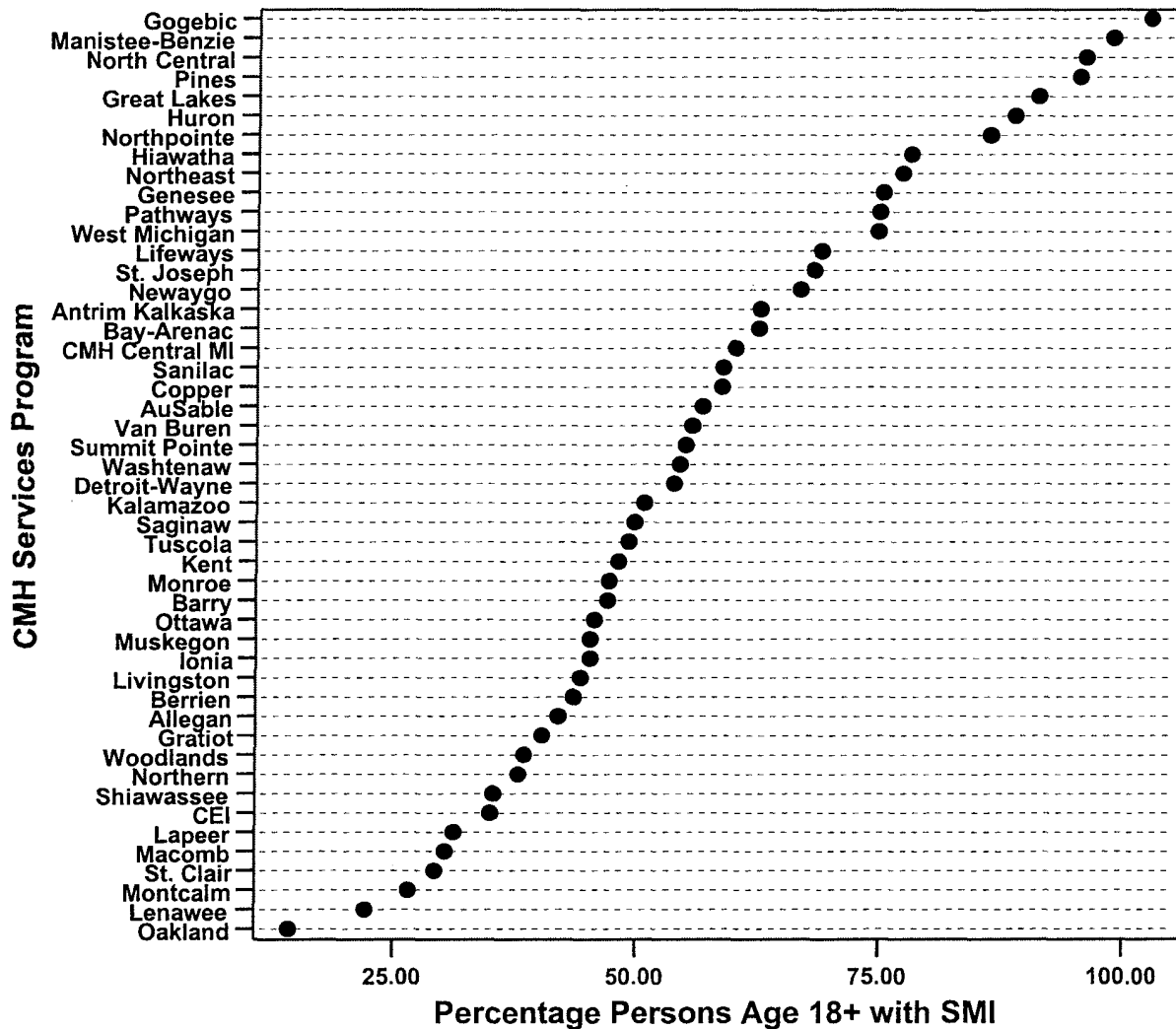
Comments:

The CMHSP mean SMI penetration ratio increased from 55.55 percent in the previous period to 56.52 percent this period, with considerable variation around the distribution's center. There were no statistical outliers.

Note: In general, the SMI penetration ratio should vary between a lower limit of zero percent to an upper limit of 100 percent. On occasion, some values may exceed 100 percent. This may be due to the use of 1997 SMI projections that are too low for 2002.

ACCESS: PENETRATION RATE PERFORMANCE INDICATOR

Number of Persons Age 18 and Over Served by CMHSPs
Meeting the Definition of Serious Mental Illness
as a Percentage of Projected SMI Need



**Indicator 21: Number of Persons Age 18 and Over Served by CMHSPs Meeting
the Definition of Serious Mental Illness as a Percentage of
Projected SMI Need**

	Percentage	Numerator "A"	Numerator "B"	Denominator
Allegan	41.85	538.00	1.00	1288.00
Antrim Kalkaska	62.47	284.00	4.00	461.00
AuSable	56.52	399.00	4.00	713.00
Barry	46.98	291.00	5.00	630.00
Bay-Arenac	62.34	1135.00	12.00	1840.00
Berrien	43.39	1060.00	19.00	2487.00
CEI	34.87	1939.00	26.00	5635.00
CMH Central MI	59.83	1886.00	7.00	3164.00
Copper	58.45	460.00	.00	787.00
Detroit-Wayne	53.61	21012.00	150.00	39472.00
Genesee	75.06	4937.00	111.00	6725.00
Gogebic	102.45	135.00	74.00	204.00
Gratiot	40.16	197.00	1.00	493.00
Great Lakes	90.84	906.00	36.00	1037.00
Hiawatha	77.92	671.00	10.00	874.00
Huron	88.46	433.00	4.00	494.00
Ionia	45.06	358.00	7.00	810.00
Kalamazoo	50.52	1548.00	4.00	3072.00
Kent	48.05	3221.00	65.00	6839.00
Lapeer	31.24	312.00	6.00	1018.00
Lenawee	22.01	270.00	1.00	1231.00
Lifeways	68.77	1883.00	15.00	2760.00
Livingston	44.14	633.00	.00	1434.00
Macomb	30.30	2944.00	48.00	9874.00
Manistee-Benzie	98.55	460.00	15.00	482.00
Monroe	47.13	884.00	12.00	1901.00
Montcalm	26.55	203.00	7.00	791.00
Muskegon	45.07	1065.00	9.00	2383.00
Newaygo	66.54	341.00	15.00	535.00
North Central	95.66	990.00	1.00	1036.00
Northeast	77.01	670.00	20.00	896.00
Northern	37.83	447.00	7.00	1200.00
Northpointe	86.02	635.00	17.00	758.00
Oakland	14.34	1983.00	136.00	14780.00
Ottawa	45.49	1019.00	16.00	2275.00
Pathways	74.71	1189.00	16.00	1613.00
Pines	95.18	512.00	1.00	539.00
Saginaw	49.75	1567.00	10.00	3170.00
Sanilac	58.74	325.00	1.00	555.00
Shiawassee	35.20	315.00	5.00	909.00
St. Clair	29.25	611.00	21.00	2161.00
St. Joseph	67.99	509.00	3.00	753.00
Summit Pointe	54.81	1132.00	2.00	2069.00
Tuscola	49.13	366.00	3.00	751.00
Van Buren	55.41	583.00	6.00	1063.00
Washtenaw	54.21	1187.00	753.00	3579.00
West Michigan	74.51	603.00	2.00	812.00
Woodlands	38.41	268.00	7.00	716.00
Total		65316.00	1695.00	139069.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.5 Findings

Indicator 22. Access: Penetration Rate -- Percentage of Area Medicaid Recipients Receiving CMHSP Managed Services.

Rationale for Use:

This indicator reflects the extent to which area Medicaid recipients have accessed managed public mental health services.

Method of Calculation:

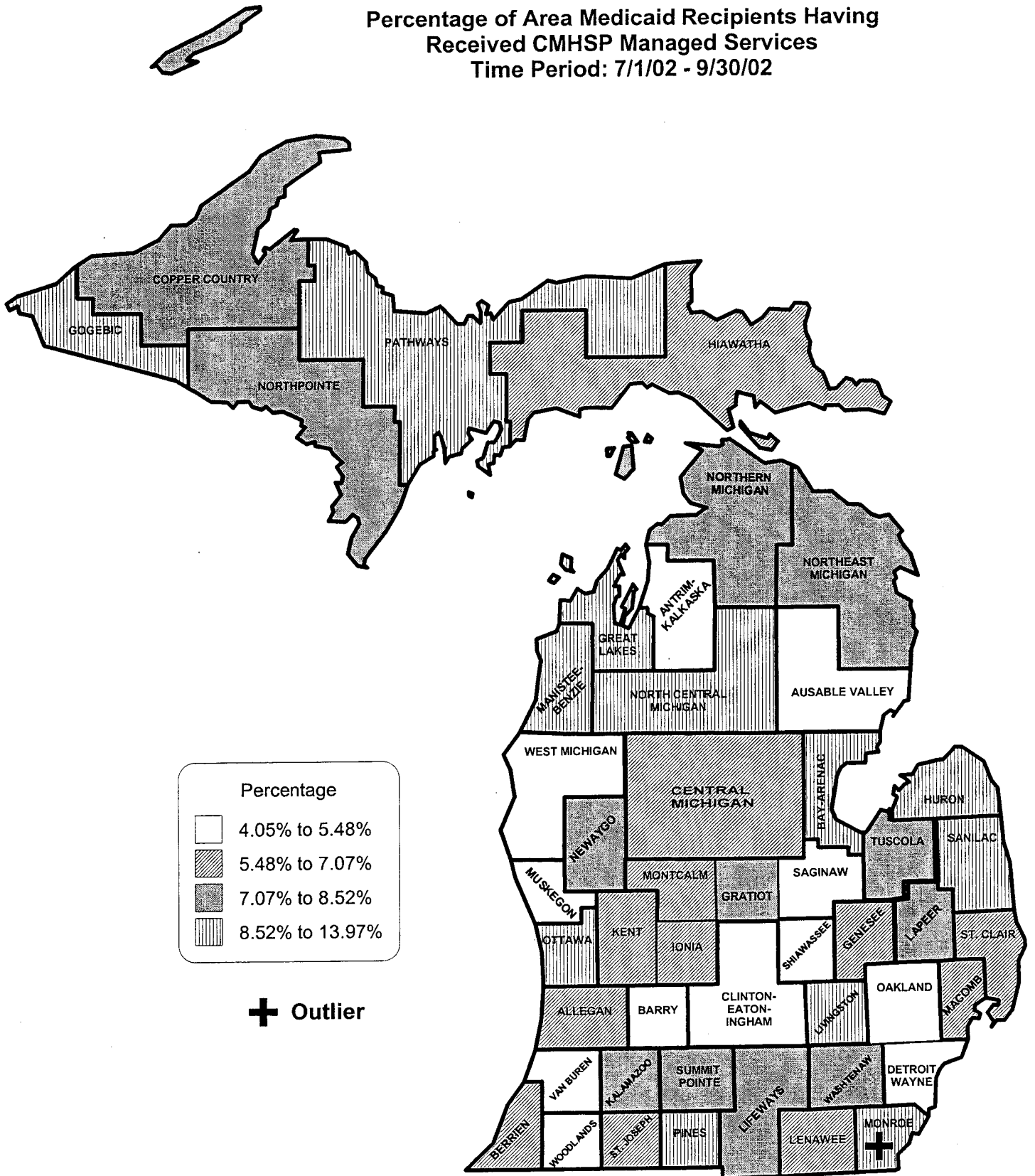
The number of area Medicaid recipients receiving CMHSP managed services during the reporting period divided by the unduplicated count of Medicaid eligible recipients in the catchment area as determined by the Michigan Family Independence Agency (FIA) and supplied to MDCH by the Data Exchange Gateway.

Comments:

The mean CMHSP percentage of Medicaid recipients receiving managed public mental health services was 7.43 percent – marginally higher than in the previous reporting period (7.35). Statewide, 67,810 of 1,155,393 Medicaid beneficiaries, 5.87 percent, received CMHSP managed services compared to 5.80 percent in the previous reporting period. Monroe* (13.97) was a positive statistical outlier.

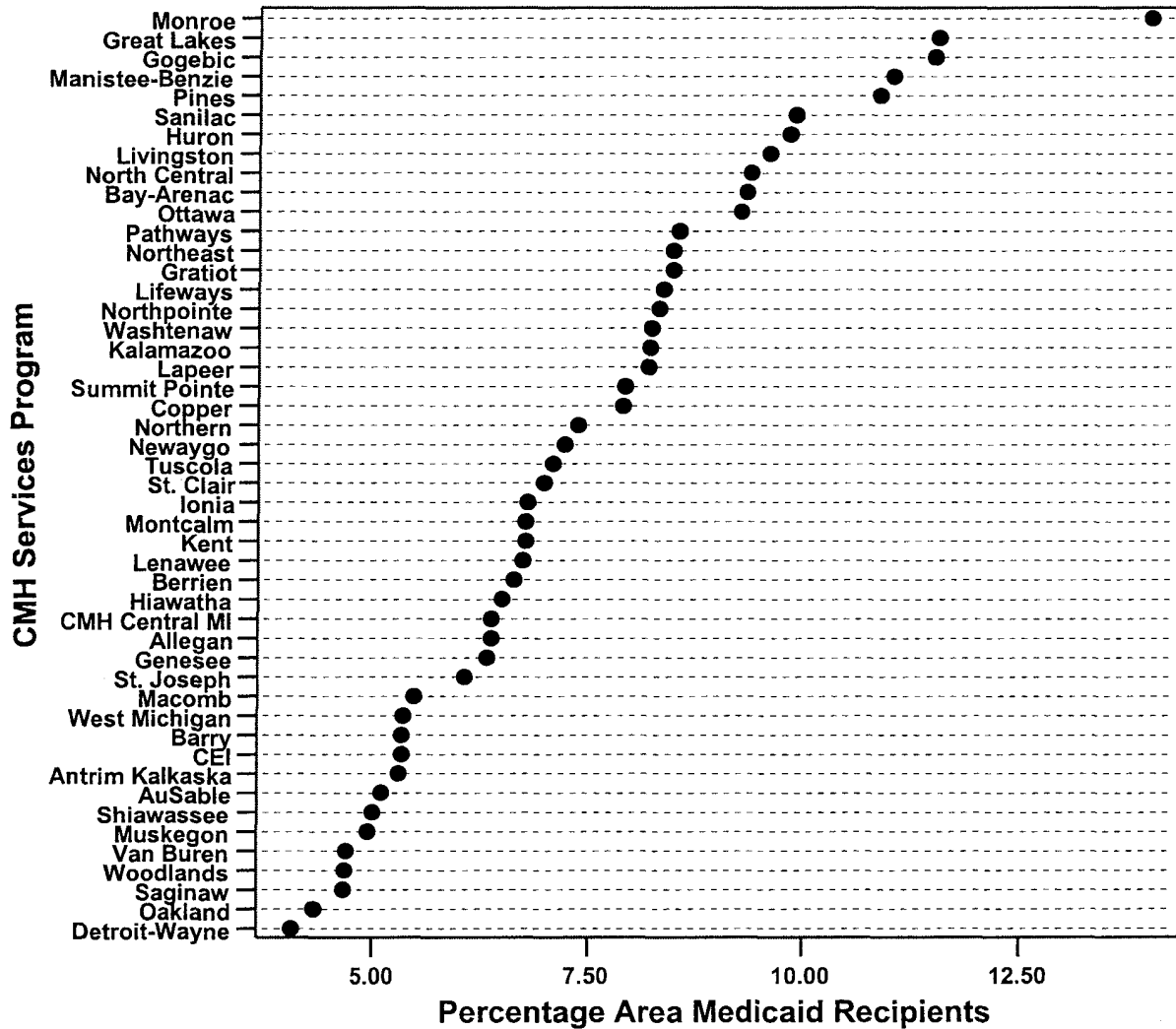
*Denotes positive statistical outlier for sixth consecutive period.

Percentage of Area Medicaid Recipients Having
Received CMHSP Managed Services
Time Period: 7/1/02 - 9/30/02



ACCESS: PENETRATION RATE PERFORMANCE INDICATOR

Percentage of Area Medicaid Recipients Having
Received CMHSP Managed Services



**Indicator 22: Percentage of Area Medicaid Recipients Having Received
CMHSP Managed Services**

	Percentage	# Medicaid Recipients	# of Area Medicaid Recipients
Allegan	6.36	619.00	9726.00
Antrim Kalkaska	5.30	256.00	4827.00
AuSable	5.10	461.00	9038.00
Barry	5.33	249.00	4670.00
Bay-Arenac	9.31	1469.00	15771.00
Berrien	6.63	1649.00	24889.00
CEI	5.33	2345.00	43987.00
CMH Central MI	6.37	1968.00	30919.00
Copper	7.87	549.00	6972.00
Detroit-Wayne	4.05	14794.00	365647.00
Genesee	6.32	4456.00	70538.00
Gogebic	11.47	286.00	2494.00
Gratiot	8.44	412.00	4880.00
Great Lakes	11.50	932.00	8106.00
Hiawatha	6.49	468.00	7209.00
Huron	9.81	428.00	4364.00
Ionia	6.78	415.00	6120.00
Kalamazoo	8.20	2067.00	25214.00
Kent	6.76	4350.00	64328.00
Lapeer	8.17	522.00	6388.00
Lenawee	6.73	644.00	9563.00
Lifeways	8.35	1984.00	23767.00
Livingston	9.59	512.00	5339.00
Macomb	5.48	2860.00	52212.00
Manistee-Benzie	10.98	551.00	5017.00
Monroe	13.97	1545.00	11057.00
Montcalm	6.77	494.00	7295.00
Muskegon	4.94	1369.00	27736.00
Newaygo	7.21	481.00	6674.00
North Central	9.35	1212.00	12959.00
Northeast	8.45	745.00	8819.00
Northern	7.37	911.00	12363.00
Northpointe	8.29	637.00	7684.00
Oakland	4.31	2909.00	67446.00
Ottawa	9.24	1278.00	13831.00
Pathways	8.52	1147.00	13460.00
Pines	10.84	541.00	4990.00
Saginaw	4.66	1601.00	34385.00
Sanilac	9.87	542.00	5493.00
Shiawassee	4.99	378.00	7570.00
St. Clair	6.97	1149.00	16481.00
St. Joseph	6.05	501.00	8277.00
Summit Pointe	7.89	1533.00	19420.00
Tuscola	7.07	494.00	6990.00
Van Buren	4.68	629.00	13427.00
Washtenaw	8.21	1524.00	18563.00
West Michigan	5.35	635.00	11872.00
Woodlands	4.67	309.00	6616.00
Total		67810.00	1155393.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.10 Findings

Indicator 27. Access – Percentage of face-to-face assessments with a professional that result in denials or referrals elsewhere.

Rationale for Use:

As managed care organizations, CMHSPs are responsible for exercising appropriate control of entry into the public mental health system. The professional assessment represents one of the first opportunities for a CMHSP to control access to its non-emergent services and supports.

Method of Calculation:

The number of persons denied service, or referred elsewhere, divided by the number of persons receiving a face-to-face assessment with a professional.

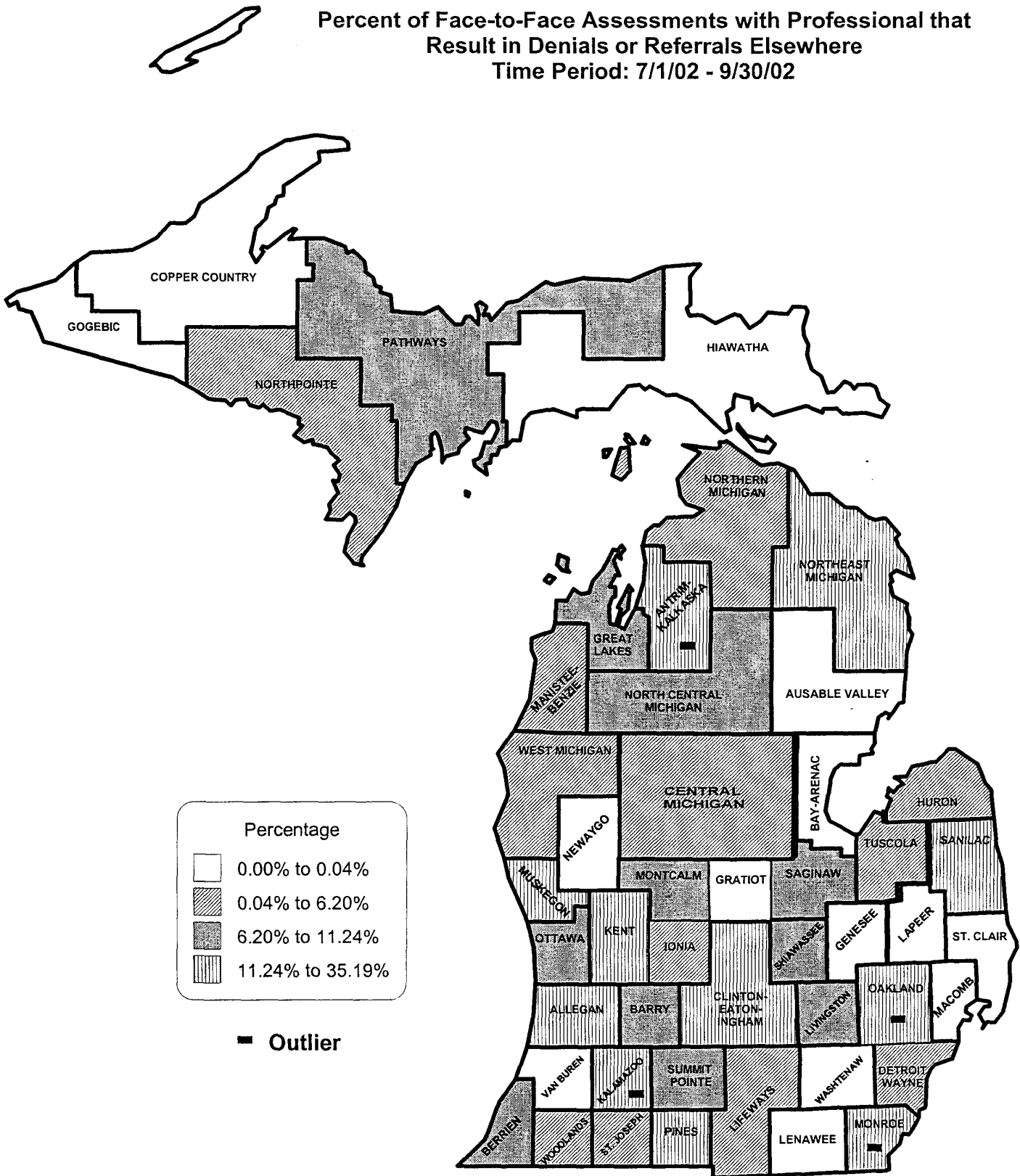
Comments:

CMHSPs reported that 12,982 persons received an initial non-emergent face-to-face professional assessment during the reporting period. Statewide, 854 persons (6.58 percent) were assessed and not authorized service during the reporting period, either because of denial or because the individual was referred elsewhere. The percentage for the previous period was 6.97 percent, indicating a small decrease in the percentage of persons denied services.

The median CMHSP percentage of denials/referrals was 4.21, with a range of 0.00 to 35.19 percent. Antrim-Kalkaska* (35.19), Kalamazoo* (30.43), Monroe* (26.96), and Oakland (29.20) were negative statistical outliers.

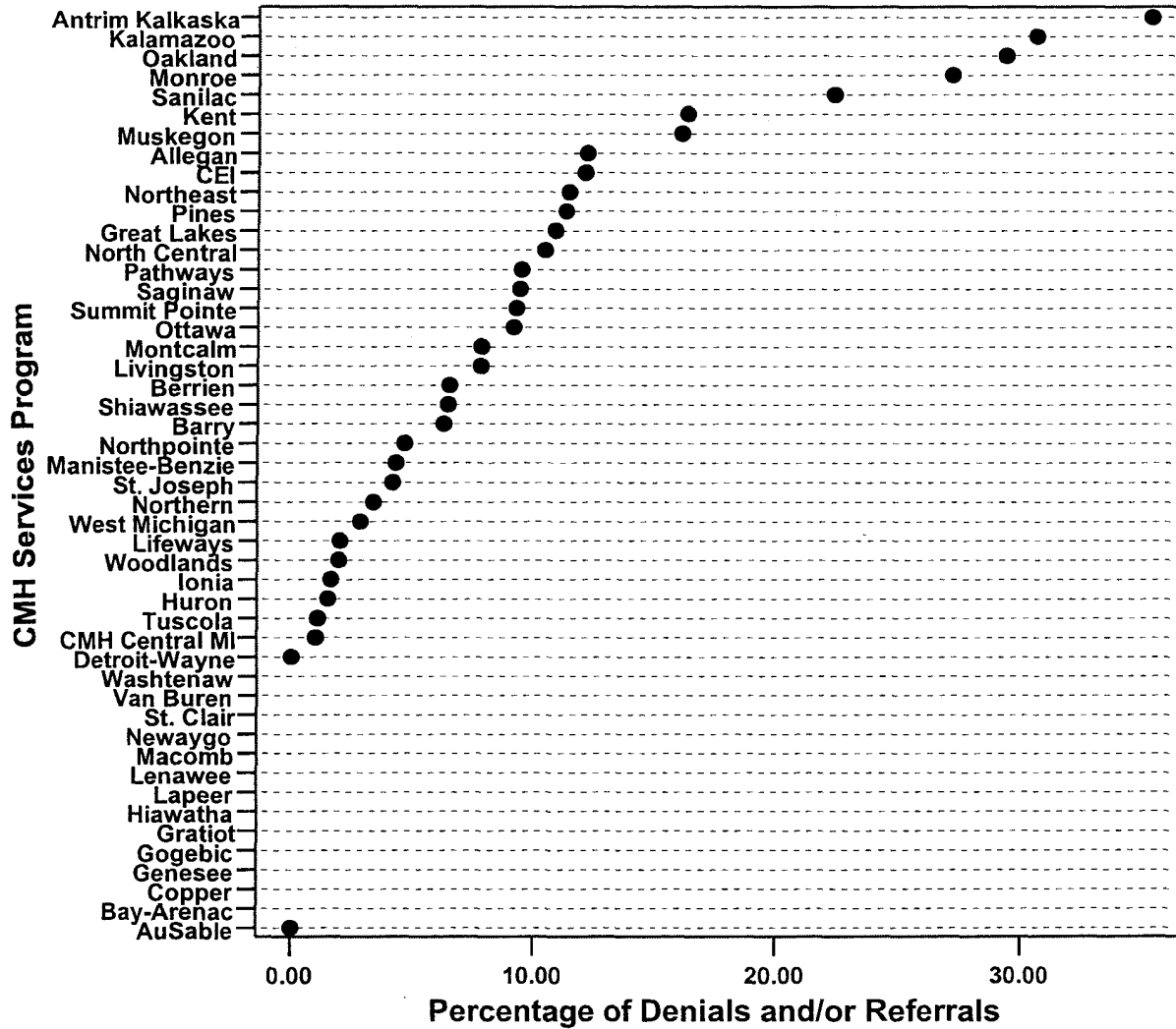
Denotes negative statistical outlier for second consecutive period.

Percent of Face-to-Face Assessments with Professional that
Result in Denials or Referrals Elsewhere
Time Period: 7/1/02 - 9/30/02



ACCESS PERFORMANCE INDICATOR

Percent of Face-to-Face Assessments with Professional
that Result in Denials or Referrals Elsewhere



**Indicator 27: Percent of Face-to-Face Assessments with Professional that Result in
Denials or Referrals Elsewhere**

	Percentage	Persons Assessed	Persons Denied Services or Referred
Allegan	12.08	149.00	18.00
Antrim Kalkaska	35.19	108.00	38.00
AuSable	.00	255.00	.00
Barry	6.20	129.00	8.00
Bay-Arenac	.00	286.00	.00
Berrien	6.48	324.00	21.00
CEI	12.00	175.00	21.00
CMH Central MI	.98	614.00	6.00
Copper	.00	79.00	.00
Detroit-Wayne	.04	2715.00	1.00
Genesee	.00	356.00	.00
Gogebic	.00	96.00	.00
Gratiot	.00	96.00	.00
Great Lakes	10.81	74.00	8.00
Hiawatha	.00	95.00	.00
Huron	1.45	69.00	1.00
Ionia	1.57	127.00	2.00
Kalamazoo	30.43	92.00	28.00
Kent	16.26	1322.00	215.00
Lapeer	.00	88.00	.00
Lenawee	.00	77.00	.00
Lifeways	1.94	413.00	8.00
Livingston	7.76	116.00	9.00
Macomb	.00	561.00	.00
Manistee-Benzie	4.26	47.00	2.00
Monroe	26.96	204.00	55.00
Montcalm	7.77	206.00	16.00
Muskegon	16.00	275.00	44.00
Newaygo	.00	122.00	.00
North Central	10.39	308.00	32.00
Northeast	11.31	168.00	19.00
Northern	3.38	237.00	8.00
Northpointe	4.64	194.00	9.00
Oakland	29.20	452.00	132.00
Ottawa	9.09	154.00	14.00
Pathways	9.40	383.00	36.00
Pines	11.24	249.00	28.00
Saginaw	9.32	161.00	15.00
Sanilac	22.22	45.00	10.00
Shiawassee	6.43	171.00	11.00
St. Clair	.00	127.00	.00
St. Joseph	4.17	72.00	3.00
Summit Pointe	9.18	305.00	28.00
Tuscola	1.06	94.00	1.00
Van Buren	.00	211.00	.00
Washtenaw	.00	99.00	.00
West Michigan	2.81	178.00	5.00
Woodlands	1.92	104.00	2.00
Total		12982.00	854.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.11 Findings

Indicator 28. Access -- Percentage of second opinions requested under Section 705 of the Michigan Mental Health Code resulting in delivery of service.

Rationale for Use:

The Michigan Mental Health Code provides potential recipients of public mental health services the means to request a second opinion if their request for any non-emergent CMHSP service is denied. This indicator measures the proportion of persons receiving services as a result of a second opinion following an initial denial of service. It is a measure of access to care.

Definitions:

1. Section 330.1705 of Public Act 1974 as revised was intended to capture requests for initial entry in the CMHSP. Request for changes in the levels of care received are governed by other sections of the code.
2. Professional assessment is that face-to-face meeting with a professional that results in a referral to ongoing CMHSP service or a denial of CMHSP service.

Method of Calculation:

The number of persons who received a service as a result of a second opinion divided by the number of persons who requested a second opinion following the denial of CMHSP service or a referral elsewhere during a professional assessment. This excludes those cases in which the individual refused CMHSP services that were authorized.

Comments:

For the period of July 1, 2002 through September 30, 2002, nine CMHSPs reported requests for second opinions – one fewer than in the previous period.

Statewide, 33 persons requested second opinions with 8 (24.24 percent) granted service as a result of the review compared with the previous quarter when 39 requested second opinions and 12 (30.77 percent) were granted services.

The median CMHSP percentage of second opinions resulting in the provision of services was 20.00 percent compared to 41.67 percent in the previous period.

**Indicator 28: Percentage of Second Opinions Requested Resulting in the
Delivery of Service**

	Requests for 2nd Opinions	Persons Rec'd Svs. After 2nd Opinion	Percentage Second Opinion
Allegan	.00	.00	.
Antrim Kalkaska	.00	.00	.
AuSable	.00	.00	.
Barry	.00	.00	.
Bay-Arenac	.00	.00	.
Berrien	.00	.00	.
CEI	.00	.00	.
CMH Central MI	.00	.00	.
Copper	.00	.00	.
Detroit-Wayne	.00	.00	.
Genesee	.00	.00	.
Gogebic	1.00	1.00	100.00
Gratiot	.00	.00	.
Great Lakes	2.00	1.00	50.00
Hiawatha	.00	.00	.
Huron	.00	.00	.
Ionia	.00	.00	.
Kalamazoo	4.00	1.00	25.00
Kent	1.00	.00	.00
Lapeer	.00	.00	.
Lenawee	.00	.00	.
Lifeways	.00	.00	.
Livingston	.00	.00	.
Macomb	.00	.00	.
Manistee-Benzie	.00	.00	.
Monroe	1.00	.00	.00
Montcalm	.00	.00	.
Muskegon	.00	.00	.
Newaygo	.00	.00	.
North Central	.00	.00	.
Northeast	.00	.00	.
Northern	.00	.00	.
Northpointe	2.00	1.00	50.00
Oakland	6.00	1.00	16.67
Ottawa	11.00	2.00	18.18
Pathways	.00	.00	.
Pines	.00	.00	.
Saginaw	.00	.00	.
Sanilac	.00	.00	.
Shiawassee	.00	.00	.
St. Clair	.00	.00	.
St. Joseph	.00	.00	.
Summit Pointe	.00	.00	.
Tuscola	.00	.00	.
Van Buren	.00	.00	.
Washtenaw	5.00	1.00	20.00
West Michigan	.00	.00	.
Woodlands	.00	.00	.
Total	33.00	8.00	

MONITORING INDICATORS

Part II

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.13.1 Findings

Indicator 33a. Quality of Life: Employment -- The percentage of persons with a developmental disability in supported employment who are employed 10 or more hours per week.

Rationale for Use:

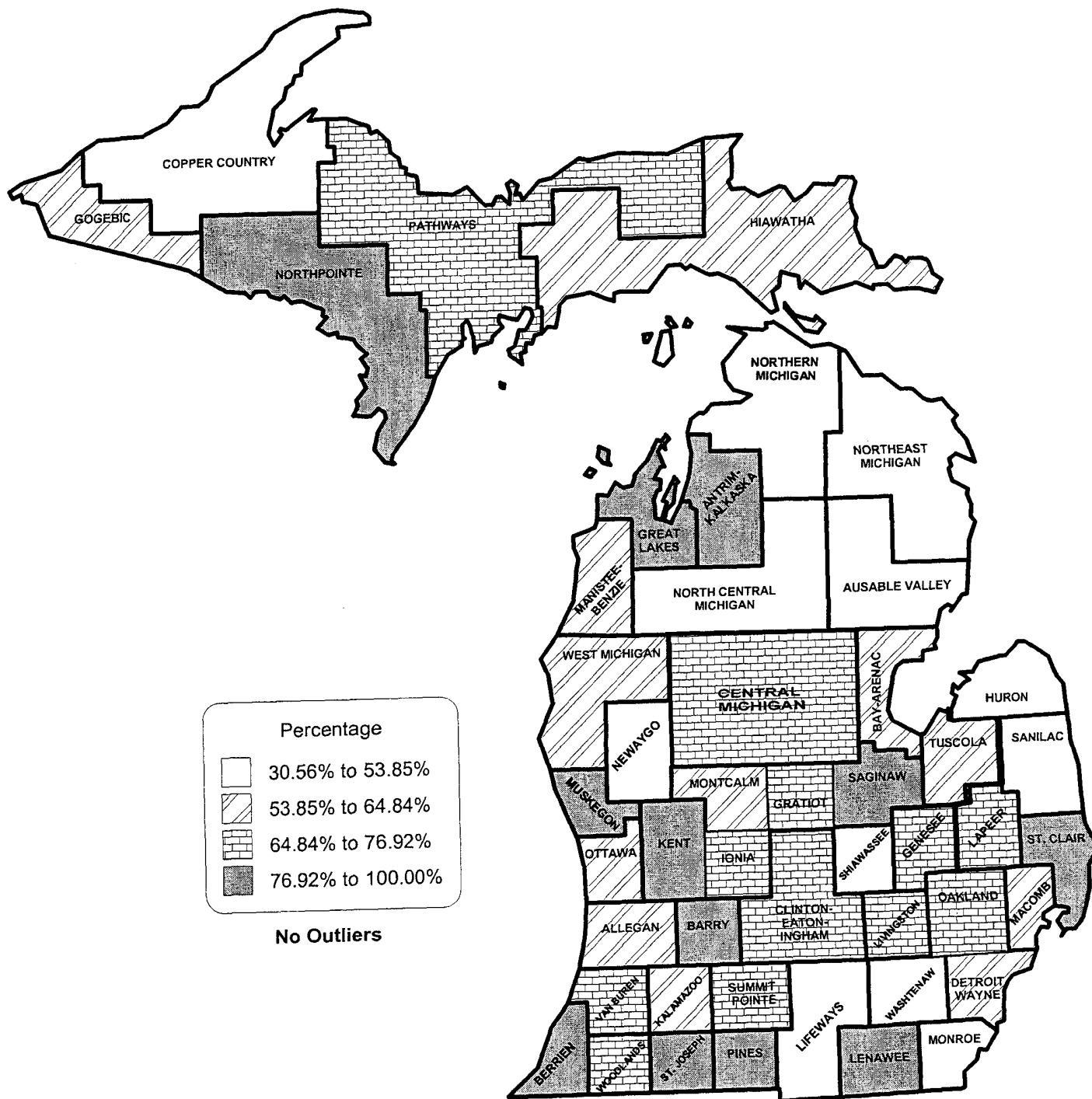
Meaningful employment, which provides sufficient hours, wages, and longevity, is an important factor in enabling a person to achieve independence.

Method of Calculation:

The number of persons with a developmental disability working 10 or more hours per week divided by the total number of persons with a developmental disability who were working during the time period.

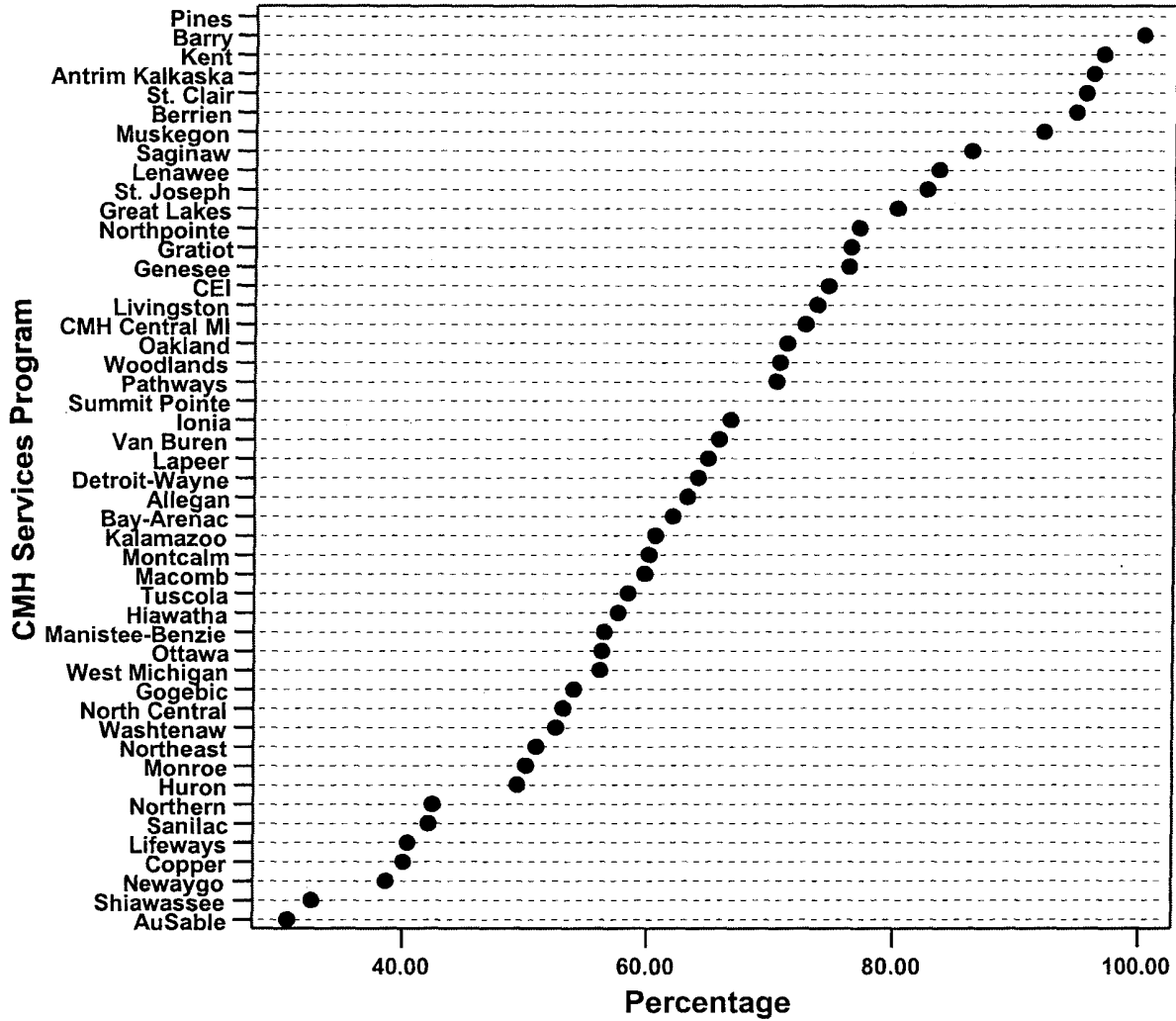
Comments:

The mean or average CMHSP percentage of persons with a developmental disability who worked 10 or more hours per week decreased slightly from 66.52 percent for the previous period to 65.86 percent for the current period. The median percentage was 64.39 percent. There were no statistical outliers.



OUTCOME: QUALITY OF LIFE PERFORMANCE INDICATOR

Percentage of Persons with Developmental Disabilities in
Supported Employment Working 10 or More Hours Per Week



**Indicator 33a: Percentage of Persons with Developmental Disabilities
in Supported Employment Working 10 or More Hours Per Week**

	Percentage	Total Working 10 Hours or More	Total # of Persons with DD in SE
Allegan	63.20	79.00	125.00
Antrim Kalkaska	95.83	46.00	48.00
AuSable	30.56	22.00	72.00
Barry	100.00	10.00	10.00
Bay-Arenac	61.97	44.00	71.00
Berrien	94.38	84.00	89.00
CEI	74.48	143.00	192.00
CMH Central MI	72.63	130.00	179.00
Copper	40.00	14.00	35.00
Detroit-Wayne	63.95	385.00	602.00
Genesee	76.15	83.00	109.00
Gogebic	53.85	7.00	13.00
Gratiot	76.19	32.00	42.00
Great Lakes	80.00	48.00	60.00
Hiawatha	57.45	27.00	47.00
Huron	49.30	35.00	71.00
Ionia	66.67	6.00	9.00
Kalamazoo	60.49	49.00	81.00
Kent	96.73	237.00	245.00
Lapeer	64.84	59.00	91.00
Lenawee	83.33	10.00	12.00
Lifeways	40.35	23.00	57.00
Livingston	73.58	39.00	53.00
Macomb	59.66	139.00	233.00
Manistee-Benzie	56.45	35.00	62.00
Monroe	50.00	34.00	68.00
Montcalm	60.00	12.00	20.00
Muskegon	91.76	78.00	85.00
Newaygo	38.46	15.00	39.00
North Central	53.10	60.00	113.00
Northeast	50.93	55.00	108.00
Northern	42.31	11.00	26.00
Northpointe	76.92	20.00	26.00
Oakland	71.25	290.00	407.00
Ottawa	56.14	64.00	114.00
Pathways	70.39	107.00	152.00
Pines	100.00	65.00	65.00
Saginaw	86.02	80.00	93.00
Sanilac	41.94	13.00	31.00
Shiawassee	32.50	13.00	40.00
St. Clair	95.24	40.00	42.00
St. Joseph	82.35	14.00	17.00
Summit Pointe	66.67	60.00	90.00
Tuscola	58.33	14.00	24.00
Van Buren	65.63	21.00	32.00
Washtenaw	52.43	97.00	185.00
West Michigan	56.10	23.00	41.00
Woodlands	70.59	24.00	34.00
Total		2996.00	4460.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.13.2 Findings

Indicator 33b. Quality of Life: Employment -- The percentage of persons with mental illness in supported employment working 10 or more hours per week.

Rationale for Use:

Meaningful employment, which provides sufficient hours, wages, and longevity, is an important factor in enabling a person to achieve independence.

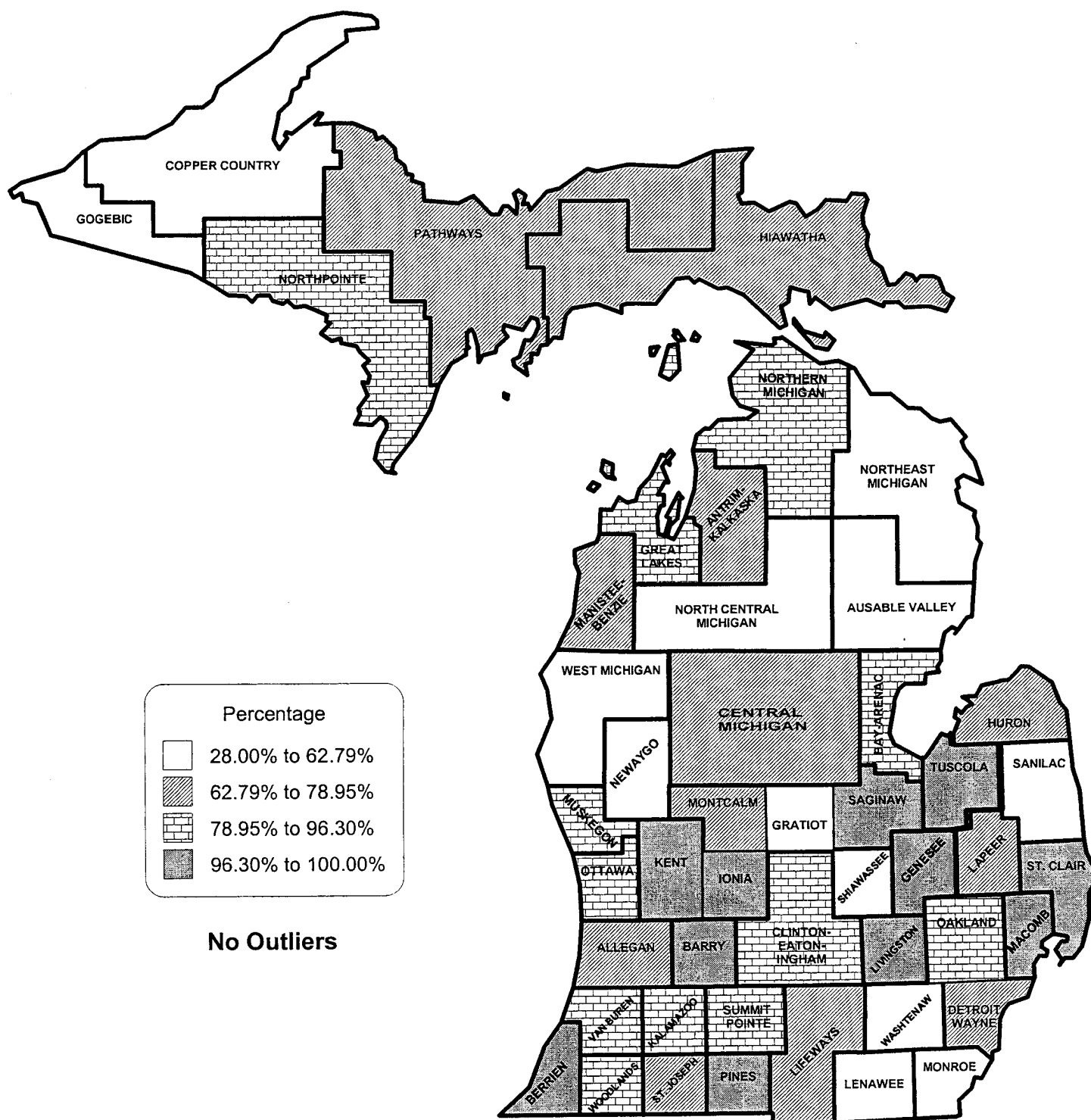
Method of Calculation:

The number of persons with mental illness working 10 or more hours per week divided by the total number of persons with mental illness who were working during the time period.

Comments:

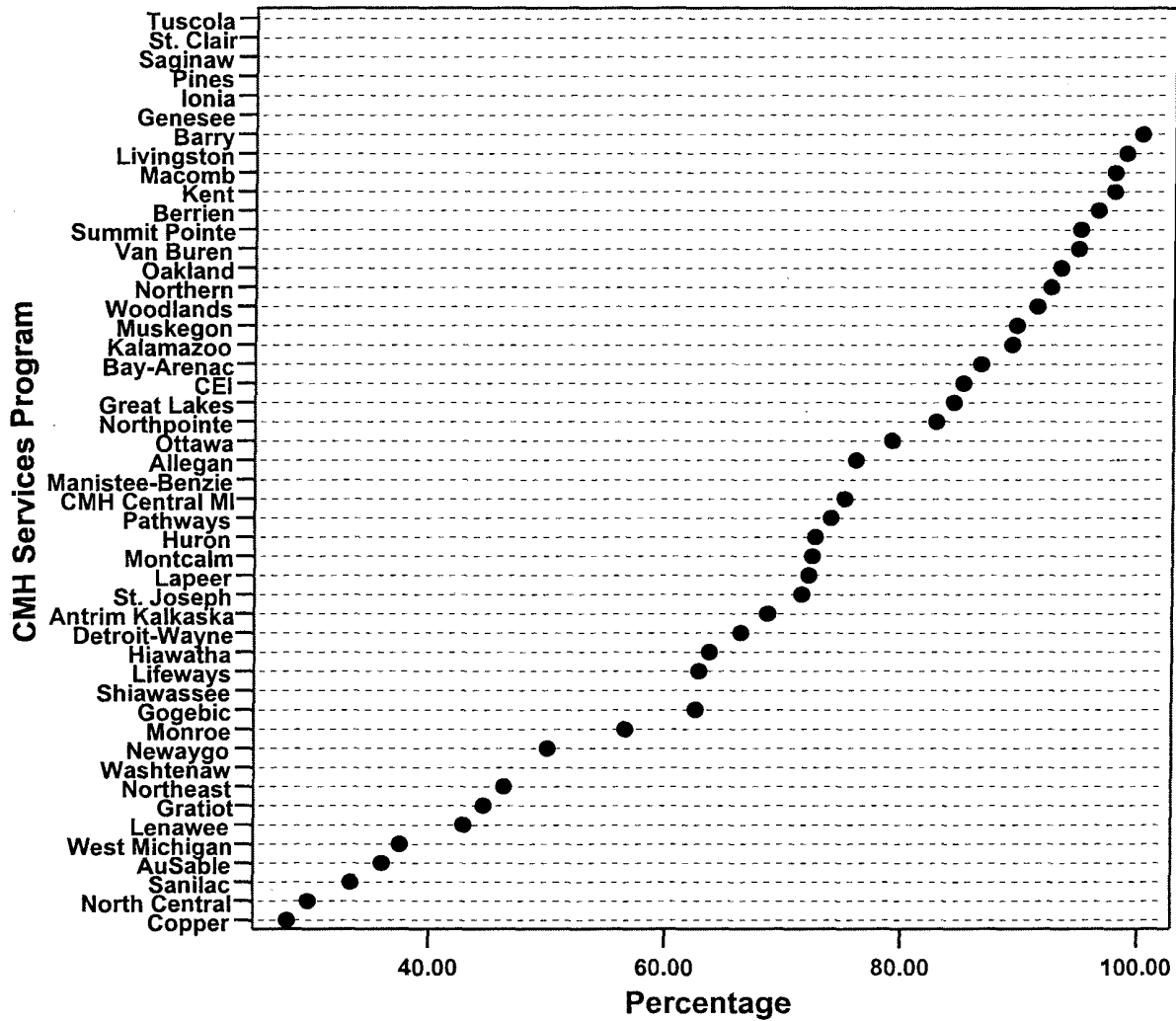
The median CMHSP percentage of persons with mental illness who worked 10 or more hours per week decreased significantly from 81.65 percent in the previous period to 75.50 percent in the current period. There were no statistical outliers.

Percentage of Persons with Mental Illness in Supported
Employment Working 10 or More Hours Per Week
Time Period: 7/1/02 - 9/30/02



OUTCOME: QUALITY OF LIFE PERFORMANCE INDICATOR

Percentage of Persons with Mental Illness in Supported
Employment Working 10 or More Hours Per Week



**Indicator 33b: Percentage of Persons with Mental Illness in Supported
Employment Working 10 or More Hours Per Week**

	Percentage	Total Working 10 Hours or More	Total # of Persons with MI in SE
Allegan	76.00	19.00	25.00
Antrim Kalkaska	68.63	35.00	51.00
AuSable	36.00	9.00	25.00
Barry	100.00	3.00	3.00
Bay-Arenac	86.49	32.00	37.00
Berrien	96.30	26.00	27.00
CEI	85.00	204.00	240.00
CMH Central MI	75.00	36.00	48.00
Copper	28.00	7.00	25.00
Detroit-Wayne	66.43	95.00	143.00
Genesee	100.00	53.00	53.00
Gogebic	62.50	5.00	8.00
Gratiot	44.44	4.00	9.00
Great Lakes	84.27	75.00	89.00
Hiawatha	63.64	21.00	33.00
Huron	72.46	50.00	69.00
Ionia	100.00	18.00	18.00
Kalamazoo	89.12	131.00	147.00
Kent	97.65	83.00	85.00
Lapeer	72.00	18.00	25.00
Lenawee	42.86	3.00	7.00
Lifeways	62.79	81.00	129.00
Livingston	98.63	72.00	73.00
Macomb	97.71	128.00	131.00
Manistee-Benzie	75.00	18.00	24.00
Monroe	56.52	26.00	46.00
Montcalm	72.22	13.00	18.00
Muskegon	89.47	68.00	76.00
Newaygo	50.00	8.00	16.00
North Central	29.73	11.00	37.00
Northeast	46.15	6.00	13.00
Northern	92.31	60.00	65.00
Northpointe	82.76	24.00	29.00
Oakland	93.24	510.00	547.00
Ottawa	78.95	30.00	38.00
Pathways	73.83	110.00	149.00
Pines	100.00	19.00	19.00
Saginaw	100.00	4.00	4.00
Sanilac	33.33	3.00	9.00
Shiawassee	62.50	5.00	8.00
St. Clair	100.00	11.00	11.00
St. Joseph	71.43	5.00	7.00
Summit Pointe	94.87	148.00	156.00
Tuscola	100.00	3.00	3.00
Van Buren	94.74	18.00	19.00
Washtenaw	46.15	24.00	52.00
West Michigan	37.50	3.00	8.00
Woodlands	91.23	52.00	57.00
Total		2387.00	2911.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.14 Findings

Indicator 34. Quality of Life: Employment -- The percentage of persons with mental illness in supported employment earning the federal minimum wage or greater.

Rationale for Use:

Meaningful employment, which provides sufficient hours, wages, and longevity, is an important factor in enabling a person to achieve independence.

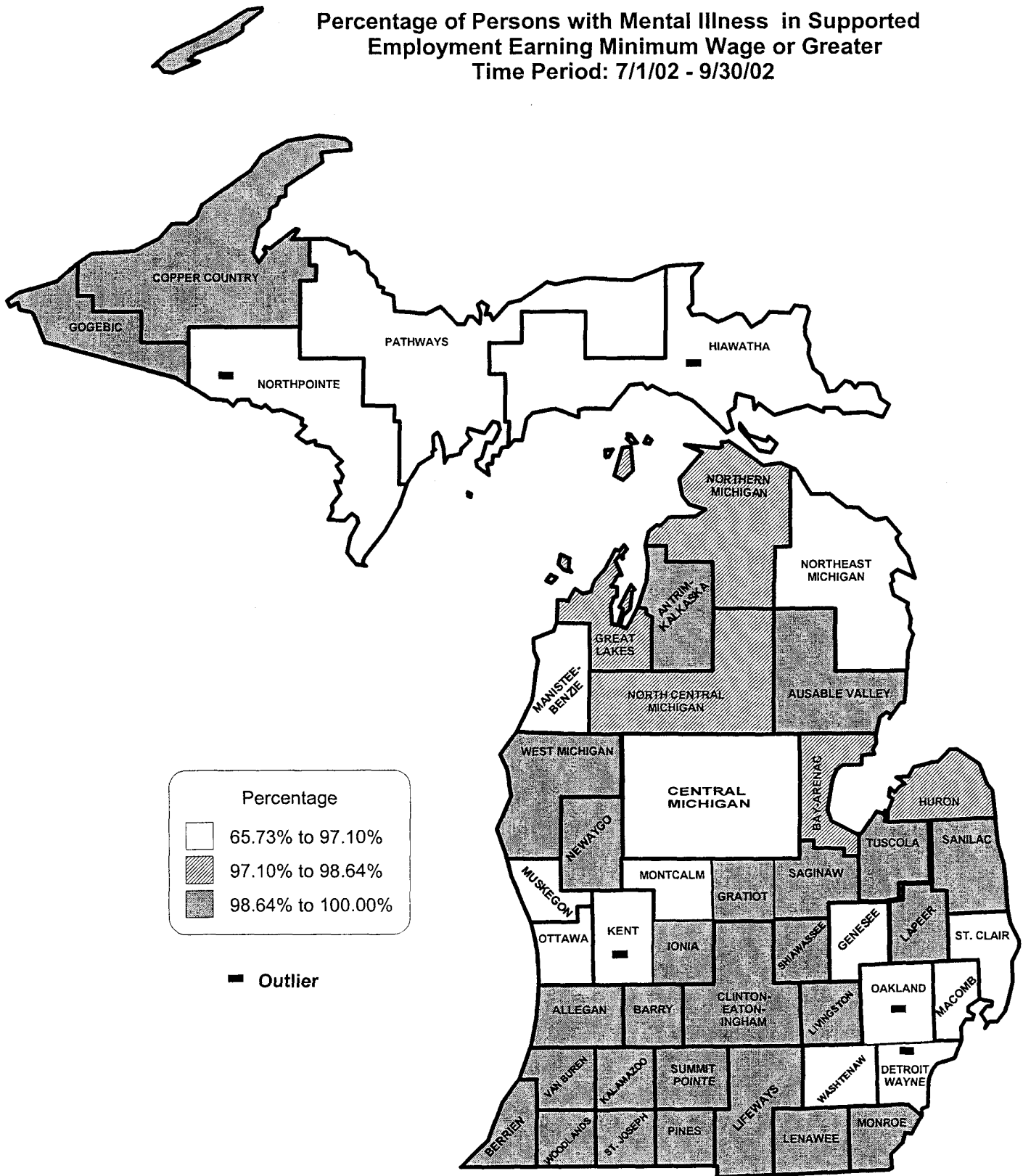
Method of Calculation:

The number of persons with mental illness in supported employment earning minimum wage divided by the total number of persons with mental illness in supported employment during the reporting period.

Comments:

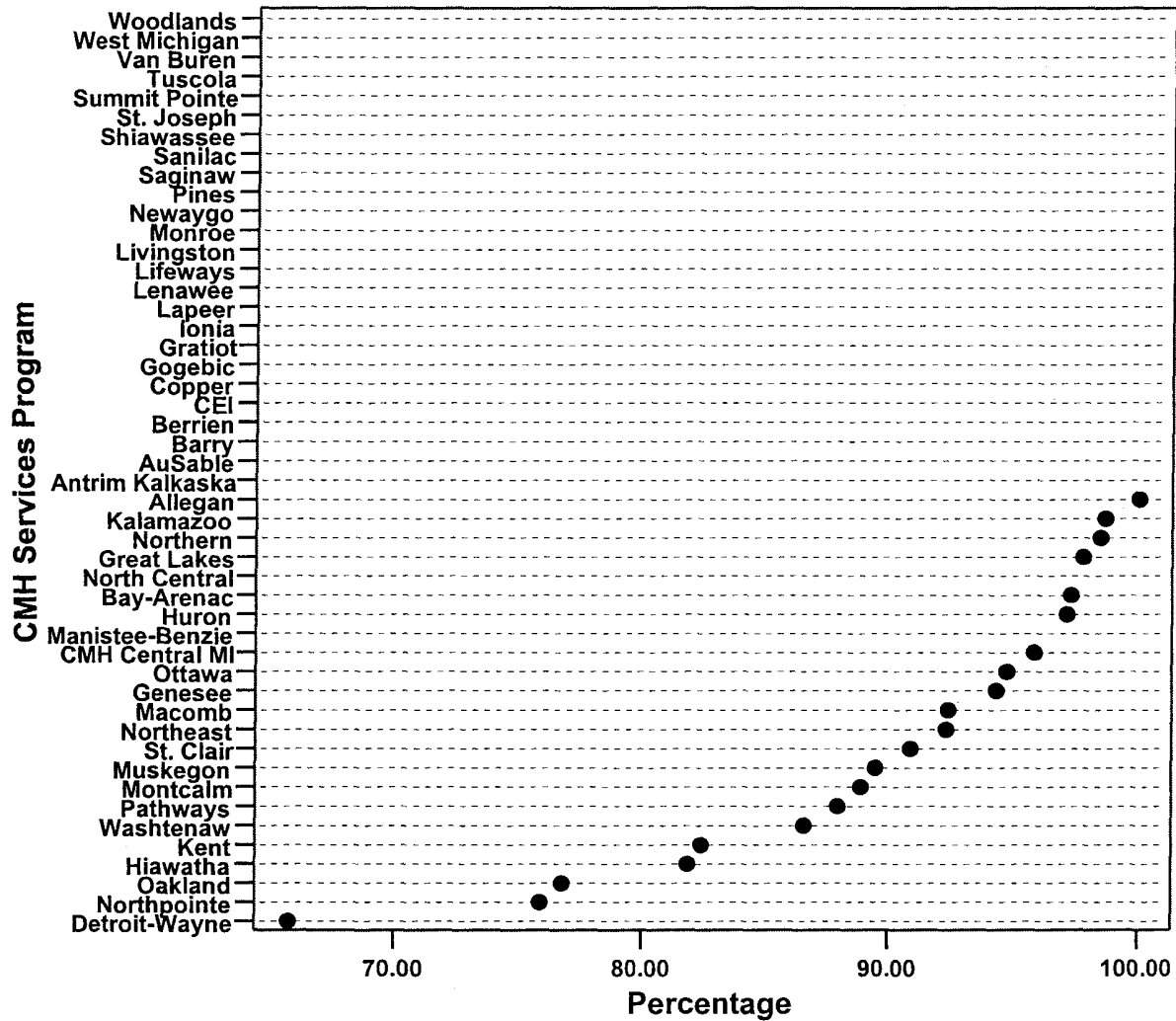
The mean or average CMHSP percentage of persons with mental illness in supported employment earning the federal minimum wage increased from 94.31 percent in the previous period to 95.38 percent in the current period. The median percentage was 100.00 percent. There were no statistical outliers.

Percentage of Persons with Mental Illness in Supported
Employment Earning Minimum Wage or Greater
Time Period: 7/1/02 - 9/30/02



OUTCOME: QUALITY OF LIFE PERFORMANCE INDICATOR

Percentage of Persons with Mental Illness in Supported
Employment Earning Minimum Wage or Greater



**Indicator 34: Percentage of Persons with Mental Illness in Supported
Employment Earning Minimum Wage or Greater**

	Percentage	Total Earning Minimum Wage	Total # of Persons with MI in SE
Allegan	100.00	25.00	25.00
Antrim Kalkaska	100.00	51.00	51.00
AuSable	100.00	25.00	25.00
Barry	100.00	3.00	3.00
Bay-Arenac	97.30	36.00	37.00
Berrien	100.00	27.00	27.00
CEI	100.00	240.00	240.00
CMH Central MI	95.83	46.00	48.00
Copper	100.00	25.00	25.00
Detroit-Wayne	65.73	94.00	143.00
Genesee	94.34	50.00	53.00
Gogebic	100.00	8.00	8.00
Gratiot	100.00	9.00	9.00
Great Lakes	97.75	87.00	89.00
Hiawatha	81.82	27.00	33.00
Huron	97.10	67.00	69.00
Ionia	100.00	18.00	18.00
Kalamazoo	98.64	145.00	147.00
Kent	82.35	70.00	85.00
Lapeer	100.00	25.00	25.00
Lenawee	100.00	7.00	7.00
Lifeways	100.00	129.00	129.00
Livingston	100.00	73.00	73.00
Macomb	92.37	121.00	131.00
Manistee-Benzie	95.83	23.00	24.00
Monroe	100.00	46.00	46.00
Montcalm	88.89	16.00	18.00
Muskegon	89.47	68.00	76.00
Newaygo	100.00	16.00	16.00
North Central	97.30	36.00	37.00
Northeast	92.31	12.00	13.00
Northern	98.46	64.00	65.00
Northpointe	75.86	22.00	29.00
Oakland	76.78	420.00	547.00
Ottawa	94.74	36.00	38.00
Pathways	87.92	131.00	149.00
Pines	100.00	19.00	19.00
Saginaw	100.00	4.00	4.00
Sanilac	100.00	9.00	9.00
Shiawassee	100.00	8.00	8.00
St. Clair	90.91	10.00	11.00
St. Joseph	100.00	7.00	7.00
Summit Pointe	100.00	156.00	156.00
Tuscola	100.00	3.00	3.00
Van Buren	100.00	19.00	19.00
Washtenaw	86.54	45.00	52.00
West Michigan	100.00	8.00	8.00
Woodlands	100.00	57.00	57.00
Total		2643.00	2911.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.15.1 Findings

Indicator 35a. Quality of Life: Employment -- The percentage of persons with a developmental disability in supported employment continuously employed for the previous six months.

Rationale for Use:

Meaningful employment, which provides sufficient hours, wages, and longevity, is an important factor in enabling a person to achieve independence.

Method of Calculation:

The number of persons with a developmental disability in supported employment continuously employed for the previous six months divided by the total number of persons with a developmental disability in supported employment during the reporting period.

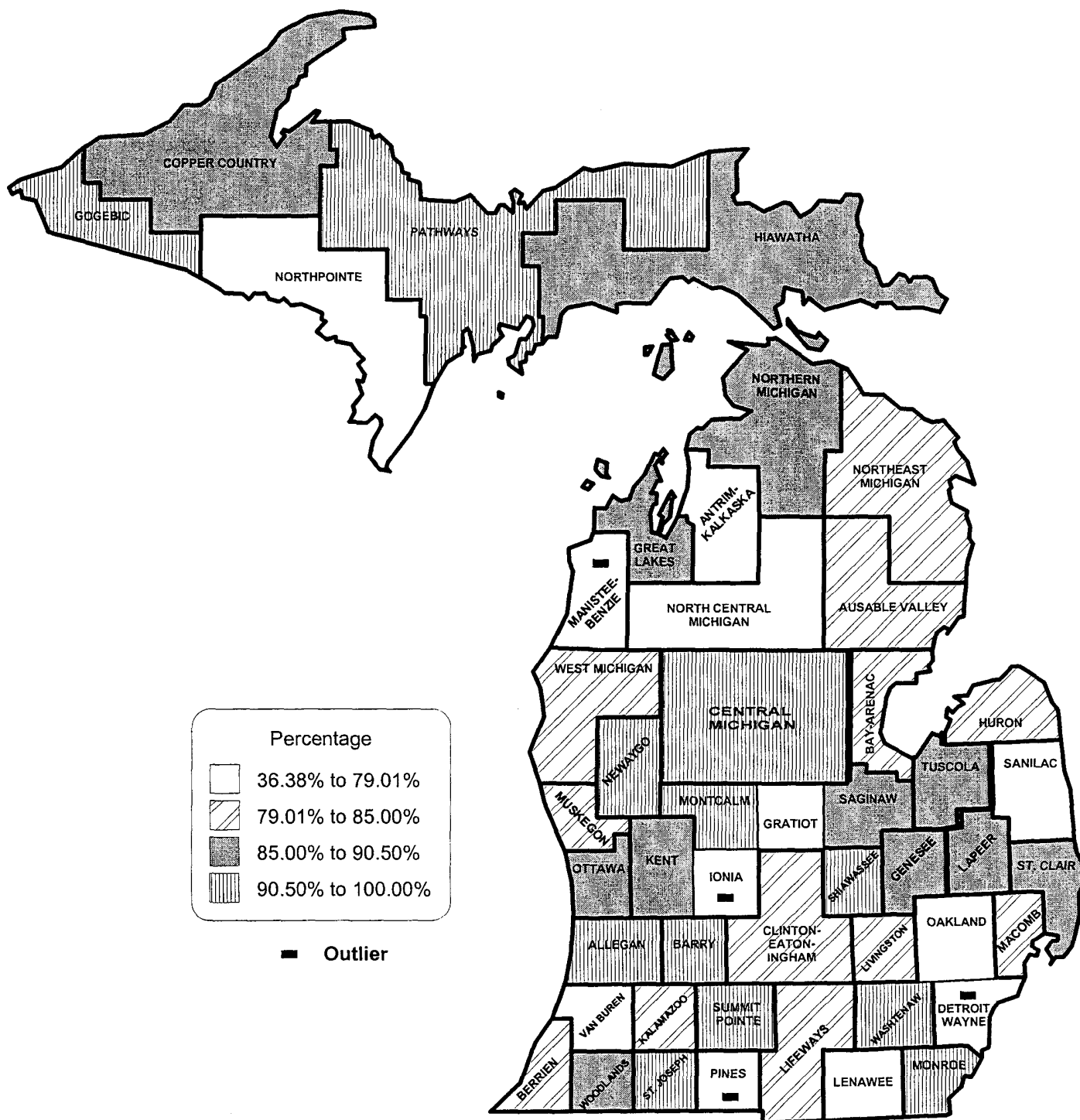
Comments:

The mean or average CMHSP percentage of persons with a developmental disability who were employed continuously for the previous six months decreased from 82.64 percent in the previous period to 81.84 percent in the current period. Detroit-Wayne** (36.38), Ionia (44.44), Manistee-Benzie* (56.45), and Pines* (55.38) were negative statistical outliers.

*Denotes negative statistical outlier for second consecutive period.

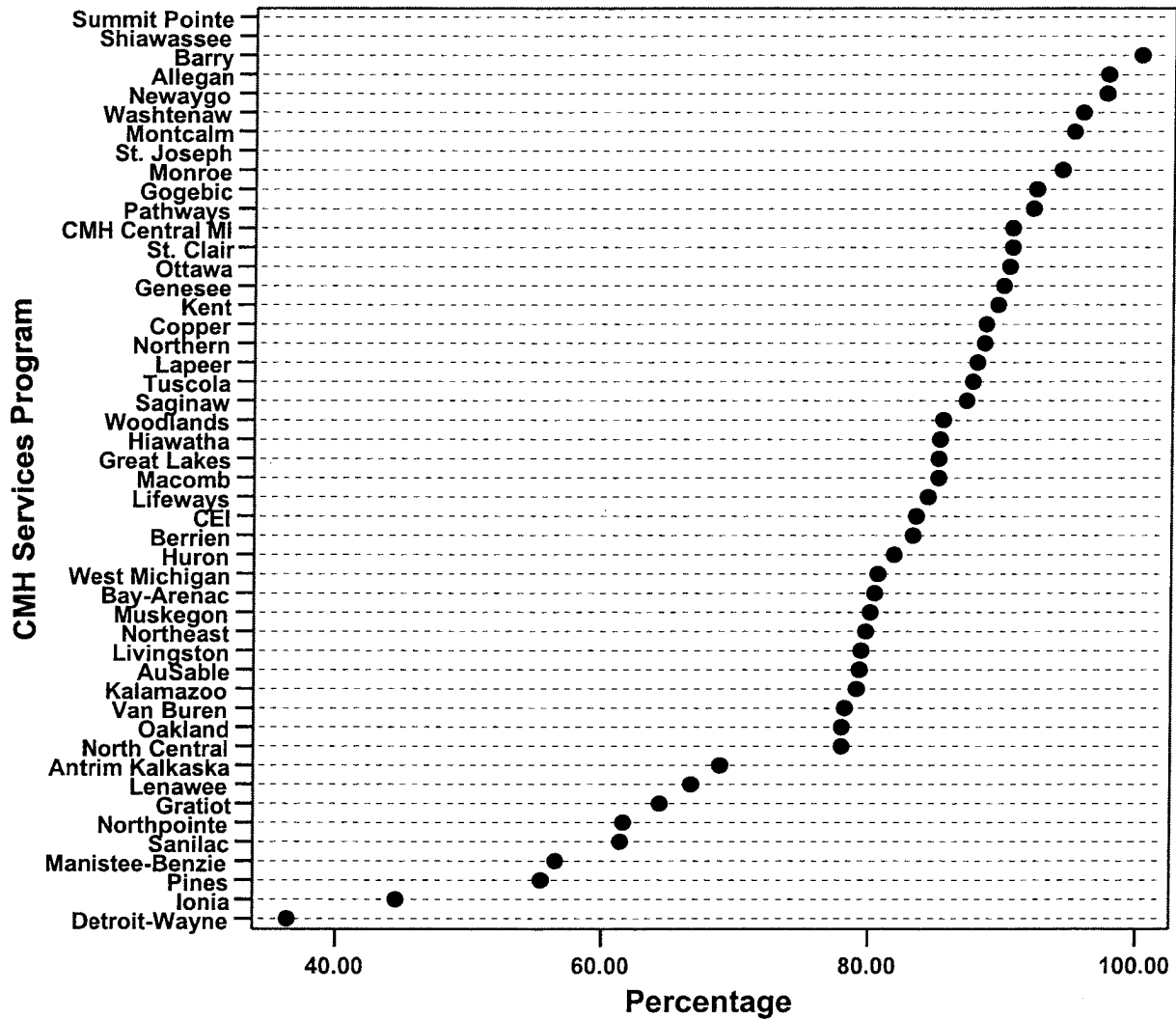
**Denotes negative statistical outlier for third consecutive period.

**Percentage of Persons with Developmental Disabilities in Supported
Employment Continuously Employed for the Previous Six Months
Time Period: 7/1/02 - 9/30/02**



OUTCOME: QUALITY OF LIFE PERFORMANCE INDICATOR

Percentage of Persons with Developmental Disabilities in
Supported Employment Continuously Employed for the
Previous Six Months



**Indicator 35a: Percentage of Persons with Developmental Disabilities
in Supported Employment Continuously Employed for the
Previous Six Months**

	Percentage	Total # Employed Six Months	Total # of Persons with DD in SE
Allegan	97.60	122.00	125.00
Antrim Kalkaska	68.75	33.00	48.00
AuSable	79.17	57.00	72.00
Barry	100.00	10.00	10.00
Bay-Arenac	80.28	57.00	71.00
Berrien	83.15	74.00	89.00
CEI	83.33	160.00	192.00
CMH Central MI	90.50	162.00	179.00
Copper	88.57	31.00	35.00
Detroit-Wayne	36.38	219.00	602.00
Genesee	89.91	98.00	109.00
Gogebic	92.31	12.00	13.00
Gratiot	64.29	27.00	42.00
Great Lakes	85.00	51.00	60.00
Hiawatha	85.11	40.00	47.00
Huron	81.69	58.00	71.00
Ionia	44.44	4.00	9.00
Kalamazoo	79.01	64.00	81.00
Kent	89.39	219.00	245.00
Lapeer	87.91	80.00	91.00
Lenawee	66.67	8.00	12.00
Lifeways	84.21	48.00	57.00
Livingston	79.25	42.00	53.00
Macomb	84.98	198.00	233.00
Manistee-Benzie	56.45	35.00	62.00
Monroe	94.12	64.00	68.00
Montcalm	95.00	19.00	20.00
Muskegon	80.00	68.00	85.00
Newaygo	97.44	38.00	39.00
North Central	77.88	88.00	113.00
Northeast	79.63	86.00	108.00
Northern	88.46	23.00	26.00
Northpointe	61.54	16.00	26.00
Oakland	77.89	317.00	407.00
Ottawa	90.35	103.00	114.00
Pathways	92.11	140.00	152.00
Pines	55.38	36.00	65.00
Saginaw	87.10	81.00	93.00
Sanilac	61.29	19.00	31.00
Shiawassee	100.00	40.00	40.00
St. Clair	90.48	38.00	42.00
St. Joseph	94.12	16.00	17.00
Summit Pointe	100.00	90.00	90.00
Tuscola	87.50	21.00	24.00
Van Buren	78.13	25.00	32.00
Washtenaw	95.68	177.00	185.00
West Michigan	80.49	33.00	41.00
Woodlands	85.29	29.00	34.00
Total		3476.00	4460.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.15.2 Findings

Indicator 35b. Quality of Life: Employment -- The percentage of persons with a mental illness in supported employment continuously employed for the previous six months.

Rationale for Use:

Meaningful employment, which provides sufficient hours, wages, and longevity, is an important factor in enabling a person to achieve independence.

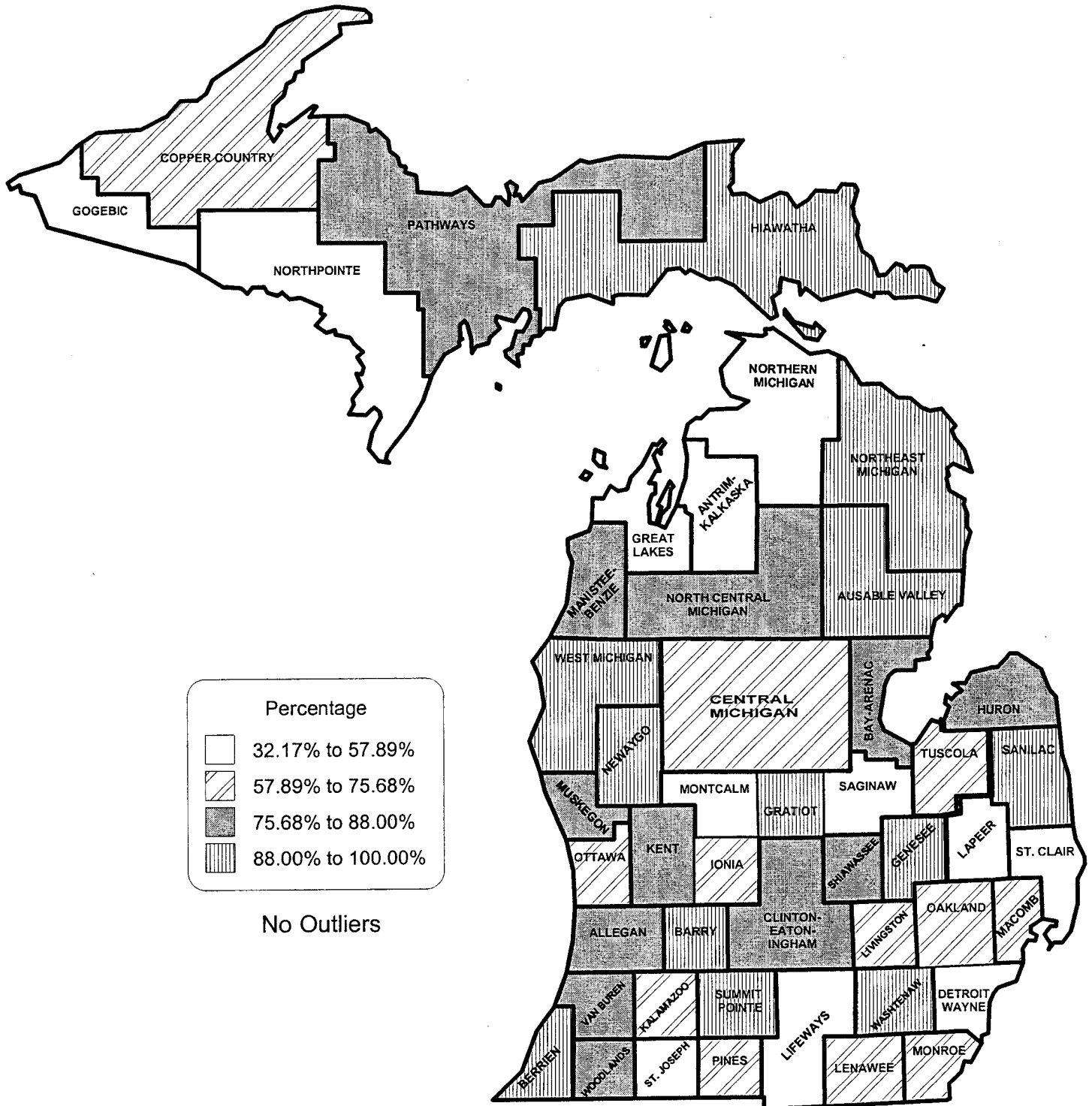
Method of Calculation:

The number of persons with a mental illness in supported employment continuously employed for the previous six months divided by the total number of persons with a mental illness in supported employment during the reporting period.

Comments:

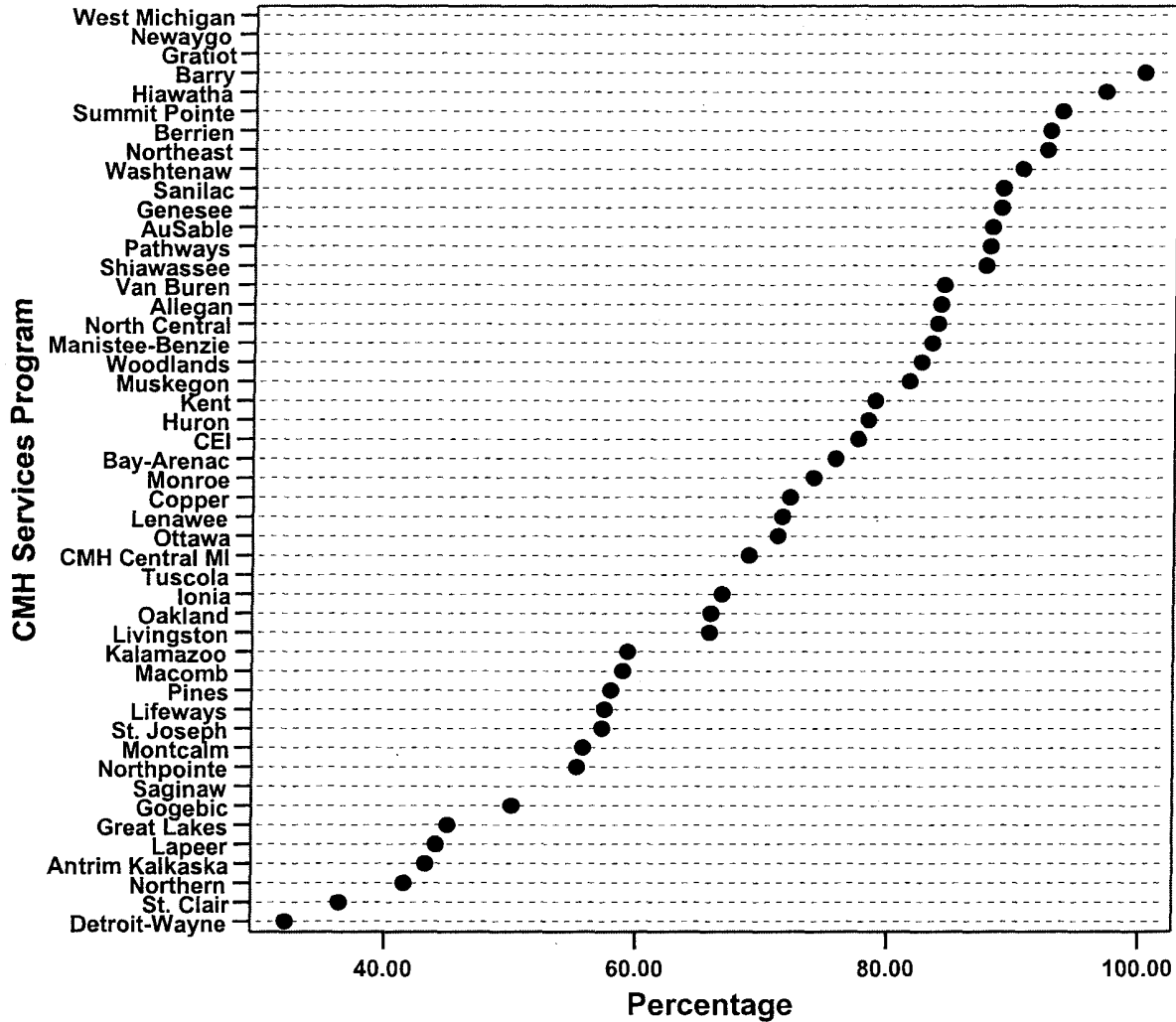
The mean or average CMHSP percentage of persons with mental illness in supported employment who were employed continuously for the previous six months increased significantly from 66.05 percent in the previous period to 72.54 percent in the current period. There were no statistical outliers.

**Percentage of Persons with Mental Illness in Supported
Employment Continuously Employed for the Previous Six Months
Time Period: 7/1/02 - 9/30/02**



OUTCOME: QUALITY OF LIFE PERFORMANCE INDICATOR

Percentage of Persons with Mental Illness in Supported
Employment Continuously Employed for the Previous
Six Months



**Indicator 35b: Percentage of Persons with Mental Illness
in Supported Employment Continuously Employed for the
Previous Six Months**

	Percentage	Total # Employed Six Months	Total # of Persons with MI in SE
Allegan	84.00	21.00	25.00
Antrim Kalkaska	43.14	22.00	51.00
AuSable	88.00	22.00	25.00
Barry	100.00	3.00	3.00
Bay-Arenac	75.68	28.00	37.00
Berrien	92.59	25.00	27.00
CEI	77.50	186.00	240.00
CMH Central MI	68.75	33.00	48.00
Copper	72.00	18.00	25.00
Detroit-Wayne	32.17	46.00	143.00
Genesee	88.68	47.00	53.00
Gogebic	50.00	4.00	8.00
Gratiot	100.00	9.00	9.00
Great Lakes	44.94	40.00	89.00
Hiawatha	96.97	32.00	33.00
Huron	78.26	54.00	69.00
Ionia	66.67	12.00	18.00
Kalamazoo	59.18	87.00	147.00
Kent	78.82	67.00	85.00
Lapeer	44.00	11.00	25.00
Lenawee	71.43	5.00	7.00
Lifeways	57.36	74.00	129.00
Livingston	65.75	48.00	73.00
Macomb	58.78	77.00	131.00
Manistee-Benzie	83.33	20.00	24.00
Monroe	73.91	34.00	46.00
Montcalm	55.56	10.00	18.00
Muskegon	81.58	62.00	76.00
Newaygo	100.00	16.00	16.00
North Central	83.78	31.00	37.00
Northeast	92.31	12.00	13.00
Northern	41.54	27.00	65.00
Northpointe	55.17	16.00	29.00
Oakland	65.81	360.00	547.00
Ottawa	71.05	27.00	38.00
Pathways	87.92	131.00	149.00
Pines	57.89	11.00	19.00
Saginaw	50.00	2.00	4.00
Sanilac	88.89	8.00	9.00
Shiawassee	87.50	7.00	8.00
St. Clair	36.36	4.00	11.00
St. Joseph	57.14	4.00	7.00
Summit Pointe	93.59	146.00	156.00
Tuscola	66.67	2.00	3.00
Van Buren	84.21	16.00	19.00
Washtenaw	90.38	47.00	52.00
West Michigan	100.00	8.00	8.00
Woodlands	82.46	47.00	57.00
Total		2019.00	2911.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.16 Findings

Indicator 36. Quality of Life: Living Situation -- The percentage of mentally ill adults served living in their own residence.

Rationale for Use:

Use of this indicator is based on the assumption that, in general, the quality of life of adults with mental illness will be higher when they live in their own residence instead of in some other type of residential placement.

Definition:

Own residence means that the lease, rental agreement, or deed or mortgage of the home, apartment or condominium is in the consumer's name or that of his or her spouse.

Method of Calculation:

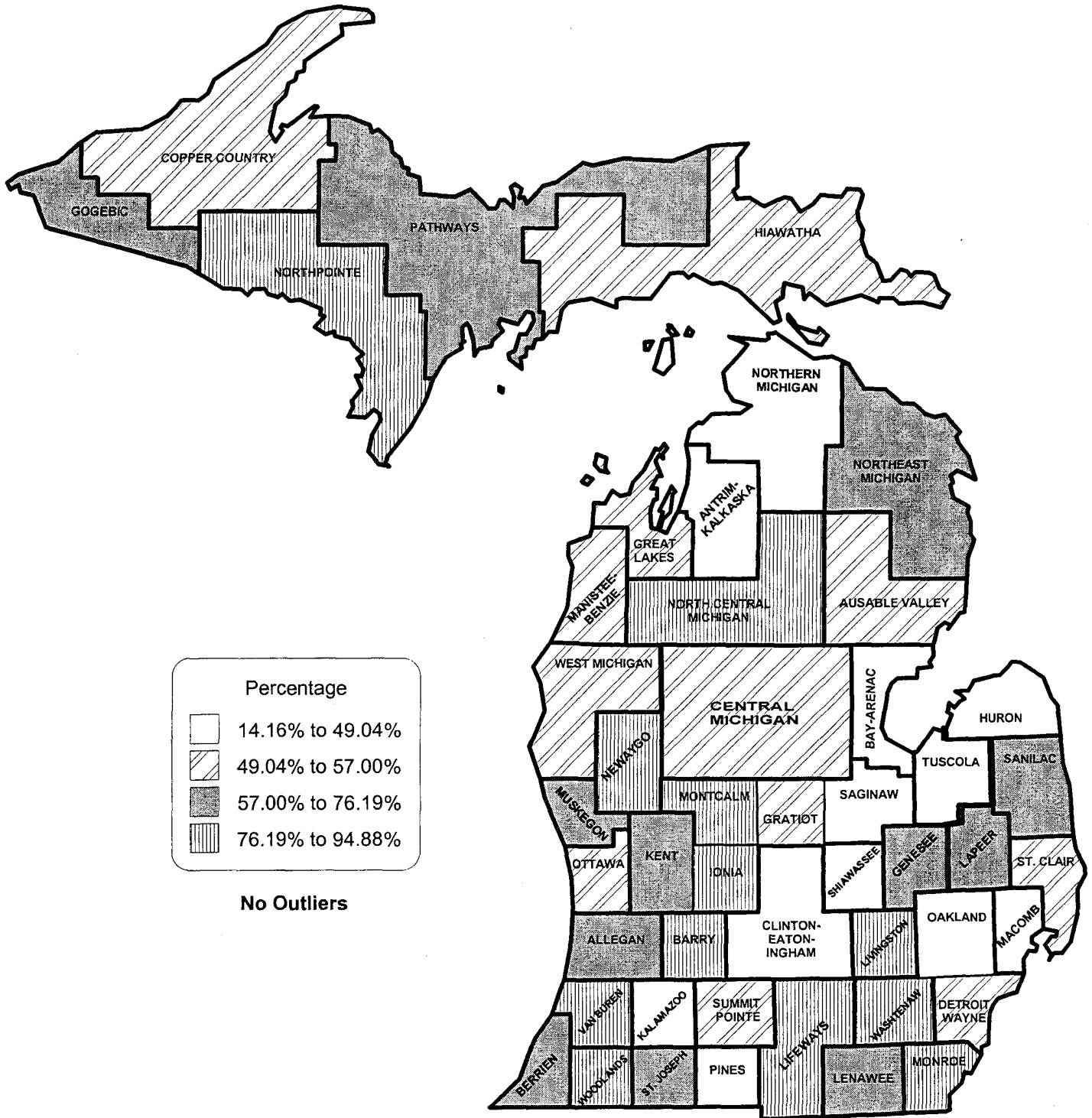
The number of adults with mental illness served who are living in their own residence divided by the total number of adults with mental illness served during the reporting period.

Comments:

The mean CMHSP percentage of mentally ill adults served living in their own residence increased from 57.11 percent in the previous period to 60.66 percent in the current period, with substantial variation around this center value. On a statewide basis, 41,836 of 76,427 adults with mental illness, 54.74 percent, were living in their own residence. The comparable figure for the previous period was 52.52 percent. There were no statistical outliers.

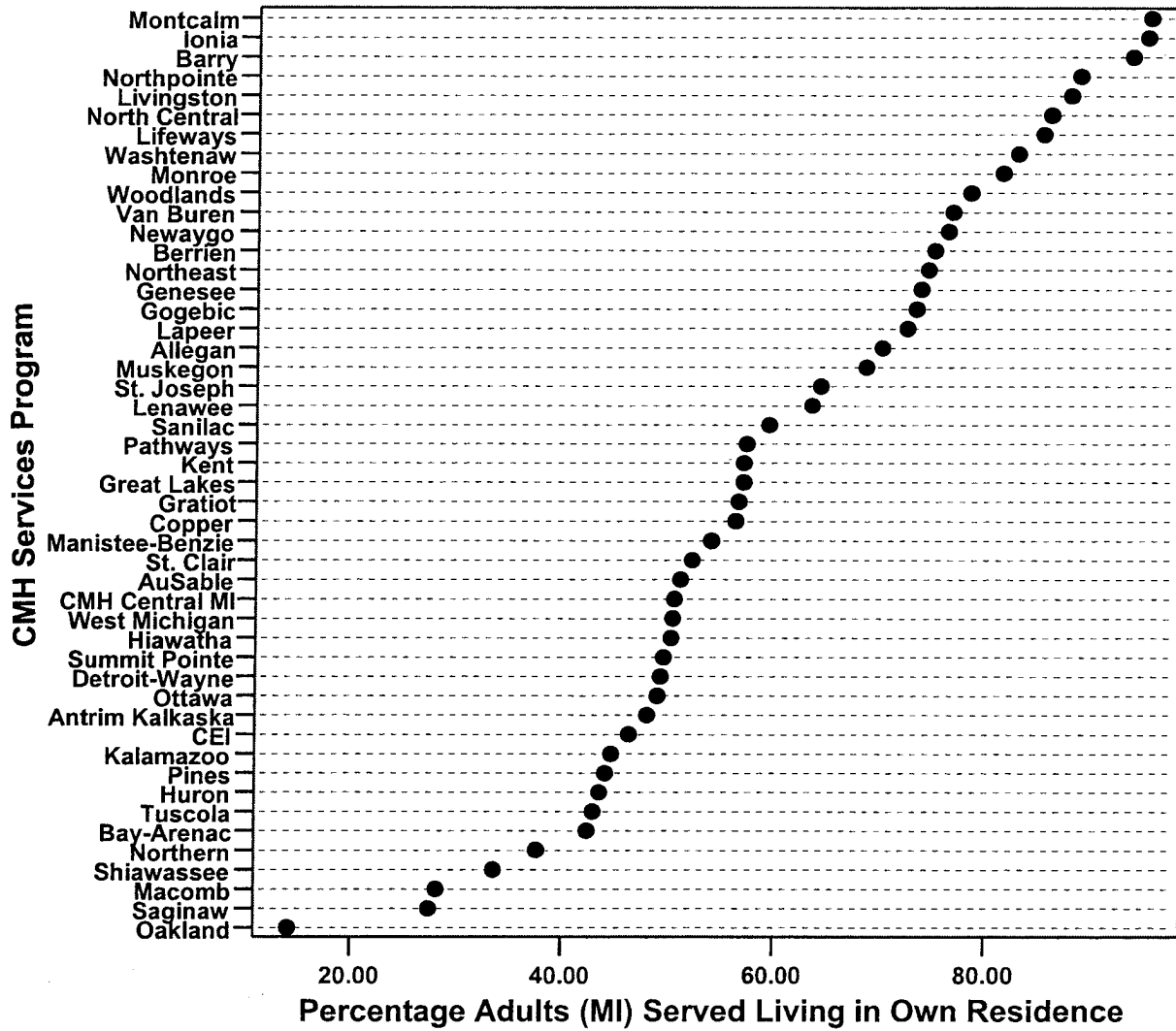


Percentage of Mentally Ill Adults Living in Their Own Residence Time Period: 7/1/02 - 9/30/02



QUALITY OF LIFE - LIVING SITUATION

Percentage of Mentally Ill Adults Living in Their Own Residence



Indicator 36: Percentage of Mentally Ill Adults Living in Their Own Residence

	Percentage	Total Adults (MI) Served	# Living in Own Residence (MI-Adults)
Allegan	70.05	641.00	449.00
Antrim Kalkaska	48.00	350.00	168.00
AuSable	51.08	740.00	378.00
Barry	93.21	442.00	412.00
Bay-Arenac	42.42	1617.00	686.00
Berrien	75.02	1521.00	1141.00
CEI	46.26	2458.00	1137.00
CMH Central MI	50.54	2881.00	1456.00
Copper	56.17	648.00	364.00
Detroit-Wayne	49.20	17248.00	8486.00
Genesee	73.63	5931.00	4367.00
Gogebic	73.26	374.00	274.00
Gratiot	56.47	363.00	205.00
Great Lakes	56.99	1151.00	656.00
Hiawatha	50.26	762.00	383.00
Huron	43.49	453.00	197.00
Ionia	94.63	503.00	476.00
Kalamazoo	44.66	1769.00	790.00
Kent	57.00	4051.00	2309.00
Lapeer	72.39	355.00	257.00
Lenawee	63.38	557.00	353.00
Lifeways	85.02	2370.00	2015.00
Livingston	87.50	704.00	616.00
Macomb	28.19	3225.00	909.00
Manistee-Benzie	54.07	701.00	379.00
Monroe	81.25	1216.00	988.00
Montcalm	94.88	371.00	352.00
Muskegon	68.57	1419.00	973.00
Nawaygo	76.19	483.00	368.00
North Central	85.71	1288.00	1104.00
Northeast	74.46	881.00	656.00
Northern	37.61	1021.00	384.00
Northpointe	88.43	726.00	642.00
Oakland	14.16	4322.00	612.00
Ottawa	49.04	1040.00	510.00
Pathways	57.28	1477.00	846.00
Pines	44.01	543.00	239.00
Saginaw	27.51	1905.00	524.00
Sanilac	59.28	307.00	182.00
Shiawassee	33.57	414.00	139.00
St. Clair	52.17	782.00	408.00
St. Joseph	64.26	568.00	365.00
Summit Pointe	49.51	1933.00	957.00
Tuscola	42.94	503.00	216.00
Van Buren	76.64	912.00	699.00
Washtenaw	82.59	1327.00	1096.00
West Michigan	50.34	737.00	371.00
Woodlands	78.26	437.00	342.00
Total		76427.00	41836.00

CMHSP Performance Indicator Report – July 1, 2002 – September 30, 2002

5.17 Findings

Indicator 41a. Quality of Life: Adverse Consumer Outcomes -- Rate of suicide per 1000 persons served for persons with developmental disabilities. There were no suicides among this population.

Indicator 41b. Quality of Life: Adverse Consumer Outcomes -- Rate of suicide per 1000 persons served for persons with mental illness.

Rationale for Use:

Mortality rates are commonly used as global measures of health status for populations. There are indications that persons with mental illness die at higher rates and at younger ages from nearly all causes, natural as well as homicide, suicide, accidents and injuries. This measure addresses the single dimension of suicide.

Method of Calculation:

The number of suicides of persons with mental illness or developmental disabilities divided by the number of persons with mental illness or developmental disabilities served during the reporting period multiplied by 1000.

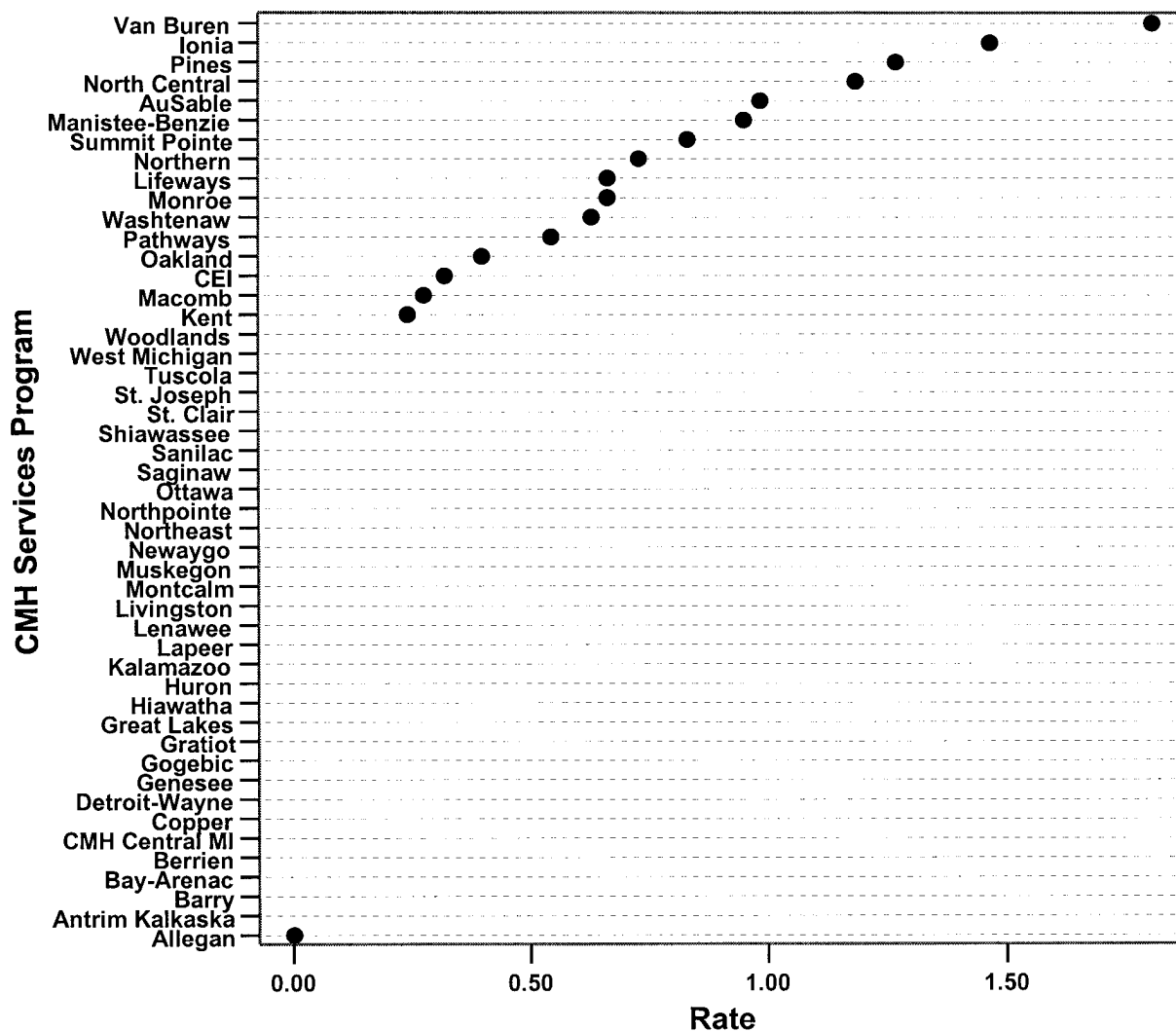
Comments:

Thirty-two CMHSPs reported no suicides of persons with mental illness during the reporting period – four fewer than in the previous quarter. Among the remaining CMHSPs, 21 suicides were recorded. The mean CMHSP rate of suicide per 1000 persons served was .27 compared with .21 for the previous period. No CMHSP had more than two suicides during the quarter.

Note: The rate for CMHSPs that serve a small number of consumers will be high with only one suicide. Therefore in judging performance, it is also important to look at the absolute number and whether there is a trend in the number of suicides over time.

RATE OF SUICIDE PER THOUSAND PERSONS SERVED FOR PERSONS WITH MENTAL ILLNESS

Time Period: 7/1/02 to 9/30/02



Indicator 41b: Rate of Suicide Per Thousand Persons Served

	Rate	# of Suicides	MI Total Served
Allegan	.00	.00	798.00
Antrim Kalkaska	.00	.00	452.00
AuSable	.99	1.00	1015.00
Barry	.00	.00	554.00
Bay-Arenac	.00	.00	1990.00
Berrien	.00	.00	1964.00
CEI	.32	1.00	3144.00
CMH Central MI	.00	.00	3872.00
Copper	.00	.00	853.00
Detroit-Wayne	.00	.00	22871.00
Genesee	.00	.00	7107.00
Gogebic	.00	.00	498.00
Gratiot	.00	.00	529.00
Great Lakes	.00	.00	1606.00
Hiawatha	.00	.00	983.00
Huron	.00	.00	556.00
Ionia	1.47	1.00	682.00
Kalamazoo	.00	.00	2283.00
Kent	.20	1.00	4998.00
Lapeer	.00	.00	523.00
Lenawee	.00	.00	675.00
Lifeways	.66	2.00	3019.00
Livingston	.00	.00	882.00
Macomb	.27	1.00	3753.00
Manistee-Benzie	.95	1.00	1051.00
Monroe	.66	1.00	1511.00
Montcalm	.00	.00	543.00
Muskegon	.00	.00	1681.00
Newaygo	.00	.00	669.00
North Central	1.18	2.00	1689.00
Northeast	.00	.00	1160.00
Northern	.73	1.00	1374.00
Northpointe	.00	.00	944.00
Oakland	.40	2.00	5027.00
Ottawa	.00	.00	1268.00
Pathways	.54	1.00	1835.00
Pines	1.27	1.00	789.00
Saginaw	.00	.00	2293.00
Sanilac	.00	.00	367.00
Shiawassee	.00	.00	573.00
St. Clair	.00	.00	1014.00
St. Joseph	.00	.00	781.00
Summit Pointe	.83	2.00	2408.00
Tuscola	.00	.00	677.00
Van Buren	1.79	2.00	1120.00
Washtenaw	.63	1.00	1591.00
West Michigan	.00	.00	980.00
Woodlands	.00	.00	587.00
Total		21.00	97539.00

DOT PLOTS

The dot plot displays the performance of each CMHSP on a selected indicator. The level of program performance increases as one moves from the bottom to the top of the plot and from the left to the right.

When reading the dot plot graphs, please note that programs clustered at either extreme (i.e., 0 percent or 100 percent) are represented by a single dot located at the middle of the cluster. Thus, one dot is used to represent the performance of multiple programs tied at either 0 percent or 100 percent. This reduces visual clutter.

Since most of these performance indicators are expressed as percentages, those programs serving small numbers of individuals can experience large changes in their scores with a change in the status of even a single individual. For example, assume that all five persons served by a particular CMHSP worked more than 10 hours a week. The indicator score for this program would be 100 percent. Assume further that during the next reporting period, these five individuals worked less than 10 hours per week. The change in status of a single individual decreases the program's performance score from 100 percent to 80 percent.

[illegible]

Key: positive outlier +, negative outlier -

2. Timeliness: From 1st Request to Assessment for All Populations: Did Not Meet 95% Standard

[illegible]

[illegible]

CMHSP OUTLIER SUMMARY

Key: positive outlier +, negative outlier -

Appendix B

3. Timeliness: Percentage of Persons Starting any Needed On-going Service within 14 Days of a Non-Emergent Assessment with a Professional: Did Not Meet 95% Standard

CMHSP	10/1/01 - 12/31/01	1/1/02 - 3/31/02	4/1/02 - 6/30/02	7/1/02-9/30/02
Allegan	■	■	■	■
Antrim-Kalkaska	■	■	■	■
AuSable	■			■
Barry	■	■		■
Berrien	■	■	■	■
CMH for Central MI	■	■	■	
Copper		■		
Detroit-Wayne		■	■	■
Genesee	■	■	■	■
Gogebic	■	■	■	
Great Lakes	■			
Hiawatha	■	■	■	■
Huron	■		■	
Ionia	■	■	■	
Kalamazoo	■	■	■	■
Kent			■	■
Lapeer	■			■
Lenawee			■	■
Lifeways	■	■	■	
Livingston	■	■	■	
Macomb	■	■	■	■
Manistee-Benzie	■			
Monroe	■			
Montcalm	■	■	■	
Muskegon	■	■		
North Central	■	■	■	■
Northeast	■	■	■	■
Northern MI	■	■	■	■
Northpointe	■	■	■	

CMHSP OUTLIER SUMMARY

Key: positive outlier +, negative outlier -

Appendix B

3. Timeliness: Percentage of Persons Starting any Needed On-going Service within 14 Days of a Non-Emergent Assessment with a Professional: Did Not Meet 95% Standard - CONTINUED

CMHSP	10/1/01 - 12/31/01	1/1/02 - 3/31/02	4/1/02 - 6/30/02	7/1/02-9/30/02
Ottawa			■	
Pathways		■	■	■
Pines	■		■	
Saginaw			■	
Sanilac	■			
Shiawassee	■			
St. Clair	■	■	■	■
St. Joseph	■	■	■	
Summit Pointe	■	■		
Tuscola		■		■
Washtenaw	■			
West Michigan			■	■

5. Outcome: Inpatient Recidivism: Did Not Meet 15% Standard

[illegible]

CMHSP OUTLIER SUMMARY

Key: positive outlier +, negative outlier -

Appendix B

12. Quality of Life: Persons With a Developmental Disability Receiving Daytime Service in Supported Employment

CMHSP	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
AuSable	+	+			+											
Ionia			+		+			+								
Lenawee		+														
Manistee-Benzie		+	+	+	+			+								
Monroe	+															
Montcalm																
Newaygo								+								
Shiawassee																
Summit Pointe	+	+	+	+	+			+								
Washtenaw																

13. Quality of Life: Persons With Developmental Disabilities Earning Minimum Wage or Greater

CMHSP	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
Central MI				■												
Gratiot				■												
Huron				■												
Midland-Gladwin												■				

CMHSP OUTLIER SUMMARY

Key: positive outlier +, negative outlier -

Appendix B

16. Quality of Life: Percentage of Children Living With Their Families

CMHSP	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
AuSable					■											
Genesee	■															
Hiawatha			■			■										
Ionia																■
Manistee-Benzie																■
Montcalm									■							
Pines										■						
Saginaw									■	■					■	
St. Clair										■						
Tuscola				■												
Washtenaw									■	■						
West Michigan													■			
Woodlands						■										

17. Quality of Life: Percentage of Adults With Developmental Disabilities Living in Their Own Residence

CMHSP	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
AuSable							+	+							+	+
Berrien													+		+	
CEI		+	+			+										
Detroit-Wayne			+	+									+			
Genesee													+		+	
Great Lakes													+		+	
Livingston												+				
Macomb		+														
Midland-Gladwin		+														
North Central		+	+													
Northern Michigan											+					
Saginaw			+													
Van Buren	+	+	+													
Washtenaw	+															+
West Michigan						+		+	+							

[illegible]

19. Penetration Rates: 65 Years and Over

[illegible]

Appendix B

20. Penetration Rates: Ethnic Minorities

[illegible]

Key: positive outlier +, negative outlier -

21. Penetration Rates: 18 Years and Over SMI

[illegible]

[illegible]

CMHSP OUTLIER SUMMARY

Key: positive outlier +, negative outlier -

Appendix B

27. Percent of Face-to-Face Assessments with Professionals that Result in Denials or Referrals Elsewhere

CMHSP	1/1/01 - 3/31/01	4/1/01 - 6/30/01	7/1/01 - 9/30/01	10/1/01 - 12/31/01	1/1/02 - 3/31/02	4/1/02 - 6/30/02	7/1/02 - 9/30/02
Allegan			■				
Antrim-Kalkaska			■			■	■
Kalamazoo	■	■	■	■		■	■
Kent	■		■				
Monroe						■	■
Oakland							■

CMHSP OUTLIER SUMMARY

Key: positive outlier +, negative outlier -

Appendix B

33a. Quality of Life: Persons With Developmental Disabilities Working 10 or More Hours Per Week

	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
CMHSP																
Huron					-											

33b. Quality of Life: Persons With Mental Illness Working 10 or More Hours Per Week

	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
CMHSP																
AuSable	-	-	-													
Copper		-														
Gratiot									-			-				
Lenawee																
North Central		-									-	-			-	
West Michigan												-				

[illegible]

Appendix B

Appendix B

Appendix B

Appendix B

CMHSP OUTLIER SUMMARY

Key: positive outlier +, negative outlier -

Appendix B

35b. Quality of Life: Persons With Mental Illness Continuously Employed for Six Months

CMHSP	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
Antrim-Kalkaska																
Barry	■		■							■						
Central MI			■													
Gratiot			■													
Ionia	■	■	■											■		
Lapeer	■															
Lenawee		■														
Monroe									■				■			
Saginaw							■		■	■	■					
St. Clair														■		

36. Quality of Life: Percentage of Mentally Ill Adults Living in Their Own Residence

CMHSP	10/1/98- 12/31/98	1/1/99- 3/31/99	4/1/99- 6/30/99	7/1/99- 9/30/99	10/1/99- 12/31/99	1/1/00- 3/31/00	4/1/00- 6/30/00	7/1/00- 9/30/00	10/1/00- 12/31/00	1/1/01- 3/31/01	4/1/01- 6/30/01	7/1/01- 9/30/01	10/1/01- 12/31/01	1/1/02- 3/31/02	4/1/02- 6/30/02	7/1/02- 9/30/02
Washtenaw													■			

41a. Suicide Rates for Persons With Developmental Disabilities - NO OUTLIERS

41b. Suicide Rates for Persons With Mental Illness

[illegible]

